

Sai Prasanna

Senior Manager - Conversational AI Products

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- Techno Functional Manager with close to 7 years' experience in planning, developing, and implementing best-in-class Conversational AI solutions across Banking, Insurance, FMCG, E-commerce, Financial Services, Pharma & Healthcare.
- Extensive experience in designing & developing human-interfacing Artificial intelligence Solutions for use cases such as Lead Generation, Collections, Transactions, Customer Support, Up sell & Cross sell Personalized Solutions, Feedback bots etc.
- A strong data driven personality with an interest in leveraging AI to deliver valuable insights and solve business process challenges.



Education

Course	Institution	Graduation	CGPA / %
Master of Computer Sciences	Andhra University	Jun 2013	8.24/10
Bachelor of Sciences	Andhra University	Jun 2011	8.10/10
Class XII, Board of Intermediate Education, Andhra Pradesh	Narayana Junior College	Mar 2008	89.5%
Class X, Secondary School Examination, Andhra Pradesh	Aditya Public School	Mar 2006	90%



Work Experience

EXPERIENCE (7 Years)

Gnani.ai/AGON IT Solutions — Senior Manager (Conversational AI Products)

March 2021 – Present (11 Months)

- Spearheaded the product roadmap, strategy and implementation of the Conversational AI Products.
- Lead a diverse organization of Program Managers, NLP Engineers, Business Analysts, Technical Architects & Conversational Architect team to strategize, design and deliver Conversational AI solutions to various clients.
- Partnered with Product leadership across functions (PM, Design, Engineering) to deliver successful Virtual Assistants at scale.
- Collaborated with clients, partner professional service teams, product leadership to identify the business requirements and design Conversational AI solutions for diverse use cases across industries and modalities.
- Defined and improved the processes and best practices for creating, measuring quality and improving the Conversational AI Products.

Wipro Limited — Lead (Conversational AI Practice)

December 2016 - November 2019 (2 Years 11 Months)

- Owned the Digital Self Service Technology (Customer Virtual Assistants) products vision and road map. Brought the digital self-service features such as Chat and Voice based assistants to various clients.
- Collaborated with key stakeholders, contact center and customer service teams in developing strategies and identifies tasks that will reduce the calls to call center through self-service capabilities.
- Analyzed the business requirements, determined technical feasibility and design solutions for launching new functionalities, services and products for various clients.
- Worked cross -functionally to help design and train natural language models across multiple customer engagement platforms.
- Contributed to the overall strategy for the chat and voice channel, driving the delivery of best possible experience for customers.
- Formulated the Intent Classification, Entity Recognition and dynamic dialogue prompts for Conversational AI Products.
- Worked on Dialogue Planning & Context Modelling, Response Generation and Personalization.

A & A Innovative Solutions — Analyst (NLP & Chatbots)

September 2013 - November 2016 (3 Years 1 Month)

- Core member of AI team.
- Worked on intent detection & Named Entity Recognition approaches for chatbots.
- Built a healthcare chatbot for a leading pharma client. Took part in re-architecting the chatbot, worked on developing a strategy for expanding the chatbot to other use cases.



Personal Details

Father's Name	: GSV Padma Rao
Date of Birth	: 24-May
Nationality	: Indian
Place of Residence	: Bangalore
Marital Status	: Unmarried
Languages Known	: English, Telugu, Hindi