Tirthesh Kotkar

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SKILLS

Technical: Conversation Design, Python, SQL, Regular Expressions, JSON, APIs
Platforms: Skit Studio, Microsoft Azure Power Virtual Agents

PROFESSIONAL EXPERIENCE

Skit.ai
Senior Conversational User Experience Designer

Bengaluru, India
May, 2022 – Present

- **Designed and deployed** end-to-end CX solutions
  - → Worked with clients across industry verticals ranging from large banking, rural microfinancing, political consulting, to consumer electronics and healthcare
  - → Collaborated actively with the Product, ML, SE, and QA teams.
- **Led** the **templatisation** process for a family of client use-cases in the high yielding banking vertical
- **Led** various intra-organisational initiatives **from ideation to execution**
  - → Bot persona creation and standardisation for a domain-specific demographic
  - → Professional development activities like delivering learning sessions on cognitive influence on conversation design, brainstorming session and ideathons, etc.
- Drove the **cost-optimisation** initiative across the CUX team and achieved **25% cost reduction** for one of my projects.
- As the **Studio SME (Subject Matter Expert)**, actively collaborated with the product managers to identify loopholes in the current system, brainstorm over possible solutions, perform impact-based assessment of the proposed ideas and prototypes, and conduct education sessions.

Infostretch Corp.
Associate Software Engineer

Pune, India
Jul, 2019 – Jun, 2020

- Worked as an Associate in the Data Engineering Practice of the organisation
- Engaged with the data team of a US-based healthcare analytics company
- Used Matillion to perform ETL jobs on the data extracted from SQL server and migrated it to Snowflake
- **Accolades:** – '*Best Team Award*', '*Pat on Back*'

EDUCATION

Year	Degree	Institute	Score
2022	MS – Cognitive Science	Indian Institute of Technology, Delhi	9/10
2019	BS – Information Technology	University of Pune	7.6/10

EXTRACURRICULARS

- Educator at Gravity Brain LLC – an initiative focused on building tomorrow by nurturing nextgen kids
  - → Promoting innovation and thought leadership through a pedagogy centered around futuristic STEM projects.
- Upantya Visharad in Hindustani Classical Music – Vocal and Instrumental