

VINIT SINGH

Associate Software Engineer

+919284375856 @ vinit2singh@gmail.com linkedin.com/in/vinit-singh-b3758aab Pune, MH

VS

SUMMARY

Dynamic professional dedicated to transforming customer engagement and optimizing business processes through advanced conversational AI solutions. Proficient in Dialogflow CX, LivePerson, and Yellow.ai, I specialize in creating intelligent chatbots and voicebots with real-time translation capabilities using Gen AI. Leveraging Google CCAI, I enhance platforms with Agent Assist Insights, contributing to a seamless and impactful user experience.

EXPERIENCE

Conversational AI Specialist

Tech Mahindra 04/2022 - Present Pune, MH

- Successfully implemented a Dialogflow CX-powered chatbot for an American mid-luxury women's fashion label, enhancing customer interactions and brand engagement.
- Designed and deployed a voicebot for a prominent US clinic, streamlining appointment scheduling processes on the Dialogflow CX platform, resulting in increased operational efficiency.
- Contributed significantly to the development and deployment of an internal service desk bot using Dialogflow CX, optimizing internal processes and enhancing employee productivity.
- Executed Proof of Concepts (PoCs) for notable companies, showcasing the feasibility and potential of conversational AI solutions.
- Played a pivotal role in bot testing and test case creation for a UK Project, ensuring the reliability and effectiveness of conversational agents in diverse contexts.
- Innovated by creating a tool using Azure Open AI for email summarization and draft replies, contributing to a 20% increase in productivity for email-related tasks.
- Independently managed and addressed client requirements for Proof of Concepts (PoCs), ensuring a tailored and effective approach to meet specific needs. This involved a comprehensive understanding of client expectations, effective communication, and the successful delivery of customized PoCs.
- Developed a live translation chatbot and voicebot on Dialogflow CX using Gen AI, providing real-time translation of customer conversations. This innovative solution not only improved customer experience but also contributed to resource allocation optimization, leading to significant cost-cutting measures.

Customer Relations Advisor

Tech Mahindra 06/2019 - 02/2022 Pune, MH

- Managed customer inquiries related to billing and technical issues, ensuring prompt and effective resolution to meet or exceed customer expectations.
- Handled a diverse range of customer queries, demonstrating a strong understanding of billing processes and technical concepts to provide accurate and comprehensive assistance.
- Proactively identified and addressed customer concerns, aiming for first-call resolution to minimize the need for customers to call back.
- Utilized excellent communication skills to convey technical information in a clear and understandable manner to customers.
- Implemented cross-selling and upselling strategies to enhance customer experience and contribute to revenue generation.
- Collaborated with internal teams, including technical support and billing departments, to streamline processes and improve overall customer satisfaction.
- Maintained detailed and accurate records of customer interactions, inquiries, and resolutions using company CRM systems.
- Actively participated in ongoing training sessions to stay updated on product knowledge, technical advancements, and effective customer service techniques.

SKILLS

JavaScript HTML CSS
Natural Language Understanding Gen AI
Node.js Dialogflow CX
Intent recognition Entity recognition
Integration of LLM Customer Service
Communication Skills Problem-Solving:
Product/Service Knowledge:
Team Collaboration Sales and Upselling:
Third-party service integration
Bot testing methodologies
Agile development
REST API Consumption

EDUCATION

Bachelor's Degree in Computer Engineering

Savitribai Phule Pune University

08/2017 - 08/2022 Pune, MH

STRENGTHS

Results / Detail Oriented

Dedicated to the completion of tasks in a timely manner and with regard to quality.

Interpersonal Skills

Aware of the social expectations of the working place and team interaction dynamics.

TRAINING / COURSES

Create Conversational AI Agents with Dialogflow CX

Customer Experiences with Contact Center AI

Introduction to Generative AI

EXPERIENCE

Associate

Wipro Limited

06/2018 - 06/2019 Pune, MH

- Managed the end-to-end process of ensuring insurance coverage for clients in the US insurance domain.
- Conducted thorough reviews of insurance policies to verify accuracy and completeness, paying close attention to start and end dates, mortgage clauses, and flood zone information.
- Proactively identified discrepancies, such as missing mortgage clauses, expired insurance, or omitted flood zone details, and initiated prompt resolution.
- Utilized effective communication skills to liaise with clients through calls and emails, addressing concerns and verifying information to ensure policy accuracy.
- Collaborated with cross-functional teams to streamline processes and enhance efficiency in insurance verification and discrepancy resolution.
- Maintained detailed records of client interactions, policy reviews, and discrepancy resolutions, ensuring accurate documentation for future reference.
- Stayed abreast of industry trends and updates related to insurance processes, incorporating knowledge into daily tasks to ensure compliance with regulatory standards.

ACHIEVEMENTS



WatsonX Challenge Winner - 3rd Prize for GSIs | October 26, 2023

Thrilled to have secured the 3rd prize at the WatsonX Challenge for Global System Integrators (GSIs) on October 26, 2023! Grateful for the opportunity to showcase my skills and innovation on a platform that fosters growth and creativity.



Exceptional Conversational AI Specialist | Tech Mahindra

Top performer in Conversational AI services at Tech Mahindra, consistently delivering innovative solutions and contributing to the success of high-impact projects.

LANGUAGES

Hindi

Native

English

Proficient