Mohith Goud Munikuntla
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PROFESSIONAL PROFILE

Dedicated, passionate, and competent 'AI/chatbot developer' with 6 years of overall experience in designing and developing Chatbots/other applications. Possess hands-on experience of using various tools for developing Chatbots and voice bots. Capable of thinking out-of the box to create seamless, exciting products for the target audience. Excellent analytical thinking and written/verbal communication skills.

WORK EXPERIENCE

Voxly Digital : Working here from March 2023, worked on building chatbot solutions to Travel, and Diageo Bar Academy, using Generative AI, OpenAI, Vector Database, and prompt engineering.

Pemari Consulting Ltd : Worked here from March 2020 to March 2023, Worked on building a chatbot product for Clarity PPM, worked alongside with multiple clients and their client specific chatbots.
Overall experience in Pemari : 3 Years.

Nexivo Consulting : Started as an intern in this company to build my career, seen growth in myself, Worked here from August 2017 to October 2019. Worked with many clients including Telangana RTA, ICFAI University, Kolors Healthcare etc. Overall experience in Nexivo : 2 Years 2 Months

PROFILE SUMMARY

□ Having Experience on AI and chatbot development.

□ Overall 6 years of Total Experience in the Chat BOT/Voicebot development using multiple tools □

Worked with Pemari Consulting, Nexivo alongside Telangana Government, ICFAI university, as Client □

Strong hold on Chat bot development

□ Having Experience on tools like Voiceflow, OpenAI, PineCone, ChromaDB, DialogFlow, Rasa, Kore.ai, Amazon Lex, FlowXO, Alexa Skills,Node-Red, Watson
    API, zoho bots framework .

□ Familiar with the Deep Learning Methodology.

□ Familiar with conversational Designing techniques to build user experience.

□ Worked on Mysql, Sqlit Database.

□ Worked on an Artificial Intelligence project which is based on healthcare.

□ Worked on Excel using many formulas like concatenation, sum, average, etc. Used Lookup formula and pivot table/charts. Modified data to reduce the visualization effort

□ Experience on writing SQL Queries on Oracle 11g Database, created SQL queries to reduce manual efforts. □ Have always taken the initiative in meeting project deadlines without compromising on the quality of the deliverables

□ Having Good Communication Skills and Exposure to Client Interaction.

□ Database (MYSQL primarily)administration experience.

TECHNICAL SKILLS

□ Software products and tools that I have worked with.

Operating Systems	Windows XP, Windows 7, MAC, Ubuntu, Linux
Technologies	Amazon Web Services, AWS lambda, Python, angular, amazon s3, mysql, Soap API, Rest API, javascript, node.js, html.
Database	MySQL, SQLit, MongoDB, DynamoDB
Packages and Tools	OpenAI, Voiceflow, Rasa,Tensorflow, Spacy NLP, MITIE, Dialog Flow, alexa skills, node-red, flow xo, zoho bots (zobots), watson api, kore.ai, Amazon Lex, Clarity PPM.
Additional skill	MS Excel, Word, Photoshop, Video Editing

PROJECT DETAILS

Projects completed in Voxly Digital:

Project 1: Diageo Bar Academy
Role : Product Owner
Period: March 2023 - Oct 2023

Description: This project aims to develop a sophisticated chatbot system using advanced Generative AI technologies such as OPENAI, Langchain, and Vector DB, tailored specifically for the Diageo Bar Academy. The chatbot serves as an innovative virtual assistant, providing users with comprehensive information and guidance related to the world of mixology and beverage industry trends. Leveraging the capabilities of NLU, Voiceflow, and NLP, the chatbot offers real-time assistance to bartenders and enthusiasts, presenting detailed recipes, mixology techniques, and industry insights.

As a consulting company specializing in beverage industry solutions, our team has developed this state-of-the-art chatbot solution to seamlessly integrate into the Diageo Bar Academy platform. This AI-powered system utilizes context-specific algorithms to identify user preferences, enabling personalized recommendations for cocktails, spirits, and bar management strategies. With a focus on user-friendliness, the chatbot simplifies complex mixology concepts and techniques, providing an engaging and intuitive learning experience.

Responsibilities:
1. Utilized OPENAI, Langchain, and Vector DB to implement advanced Generative AI capabilities within the chatbot, enabling dynamic content generation and user-specific recommendations.
2. Integrated NLU and NLP functionalities to facilitate natural language interactions and provide context-aware assistance, ensuring an intuitive and user-friendly experience.
3. Employed Voiceflow to design conversational flows and intuitive voice-based interactions, allowing users to engage with the chatbot seamlessly through voice commands and inquiries.
4. Implemented Python-based backend actions to support data processing and API integrations, ensuring efficient data retrieval and management within the Diageo Bar Academy ecosystem.
5. Designed and developed the chatbot's frontend using Angular and HTML, optimizing the user interface for seamless navigation and intuitive access to mixology resources and knowledge.
6. Conducted extensive testing, including regression testing and user acceptance testing, to validate the chatbot's functionalities and ensure it meets the specific requirements of the Diageo Bar Academy platform.
7. Facilitated knowledge transfer sessions, leveraging the capabilities of Vector DB and KnowledgeBase, to empower the team with the necessary expertise for ongoing maintenance and enhancement of the chatbot system.

Environment: OPENAI, Langchain, Vector DB, NLU, Voiceflow, NLP, Python, Angular, HTML, API Integration.

Projects completed in PEMARI CONSULTING LTD:

Project 1: Clai Chatbot for Clarity PPM

Role: Project Lead

Period: March 2020-March 2023

Description: This project mainly focuses on delivering users with all the information related to Clarity PPM WebApp. Chatbot acts as a virtual assistant in answering queries related to Knowledge Base articles which helps users to get the detailed step by step procedure for completing any task. Clarity PPM is a Project Portfolio management tool developed by Broadcom. We as a consulting company for Broadcom for delivering Mainly Clarity, Developed Chatbot as our product, Whenever a client wants to use Clarity as their PPM tool we try to integrate our chatbot into the tool. This bot is context specific, identifies user details, such as username, id, location, etc.. It has JWT Authorization, This bot is also Page context specific, bot knows exactly on which page the user is and provides him with context specific information. Chatbot will help users with shortcuts and provide all the information in simple steps. All the information can be found in the chatbot itself.
This chatbot is mainly user friendly and easy to use.

Responsibilities:
Used Rasa as a tool to build Chatbot, using intents, entities, slots, domain, stories.
Used Kore.AI to compare the capabilities of Kore with RASA.
Used JavaScript functions to integrate Rasa chatbot with Clarity PPM.
Used JSON for designing and building button layouts for web bot.
Used Python as a backend to build actions related to context specific data, and to use API calls.
Used MySQL as a database to store and retrieve data.
Creating test cases for client requirements and ensuring changes reach the chatbot users as expected. Conducted Knowledge transfer sessions to the team to maintain the same knowledge quotient across the team. Worked on web widgets requests by the customer for any modifications in production or to retrieve required information from the database for any business requirement.

Environment: Rasa, MySQL, ec2, Botfront, xog, Rest API, Soap API, Python, Tensorflow,Spacy NLP, Angular, html.

Project 2: Clai Chatbot for Clarity PPM

Client: SKY

Role: Project Lead

Period: 1 year.

Description: This is a Client specific chatbot, which has its documentations, url's related to
SKY documentation, Sky is a UK company Mainly uses Clarity PPM as their tool. We as a team integrated CLAI into their Clarity PPM tool. This project mainly focuses on delivering users with all the information related to Clarity PPM WebApp. Chatbot acts as a virtual assistant in answering queries related to Knowledge Base articles which helps users to get the detailed step by step procedure for completing any task. Clarity PPM is a Project Portfolio management tool developed by Broadcom. We as a consulting company for Broadcom for delivering Mainly Clarity, Developed Chatbot as our product. This chatbot is SKY Specific and has context specific, identifies user details, such as username, id, location, etc.. It has JWT Authorization, This bot is also Page context specific, bot knows exactly on which page the user is and provides him with context specific information. Chatbot will help users with shortcuts and provide all the information in simple steps. All the information can be found in the chatbot itself.
This chatbot is mainly user friendly and easy to use.

Responsibilities:
Used Rasa as a tool to build Chatbot, using intents, entities, slots, domain, stories.
Used JavaScript functions to integrate Rasa chatbot with Clarity PPM.
Used JSON for designing and building button layouts for web bot.
Used Python as a backend to build actions related to context specific data, and to use API calls.
Used MySQL as a database to store and retrieve data.
Creating test cases for client requirements and ensuring changes reach the chatbot users as expected. Conducted Knowledge transfer sessions to the team to maintain the same knowledge quotient across the team. Worked on web widgets requests by the customer for any modifications in production or to retrieve required information from the database for any business requirement.

Environment: Rasa, MySQL, ec2, Botfront, Python, Tensorflow,Spacy NLP, Angular, html.

Projects Completed In NEXIVO CONSULTING PVT LTD

Project #1: GOVT project- Telangana RTA

Client: Telangana RTA

Role: Project Lead

Period: 5 months.

Description: This project mainly focuses on delivering users with all the information related to RTA. Chatbot acts as a virtual assistant in answering queries related to License, Registration Certificate and transportation related questions. Chatbot will help users with shortcuts and provide all the information in simple steps. All the information can be found in the chatbot itself. This chatbot is mainly user friendly and easy to use.

Responsibilities:
Experienced in build and design of Intents and entities on Dialog flow, Watson API.
Used JavaScript functions to integrate dialogflow with flowxo and supportboard..
Used JSON for designing carousel card sets and button layouts for web bot
Used MySQL as database to store and retrieve data.
Creating test cases for client requirements and ensures changes reach the chatbot users as excepted. Conducted Knowledge transfer sessions to team to maintain same knowledge quotient across team. Worked on web widgets requests by the customer for any modifications in production or to retrieve required information from database for any business requirement. Have knowledge of Database.

Environment: Dialogflow, MySQL, ec2, s3, FlowXO, Supportboard widget, Supportboard Dashboard, PHP.
Project #2: Savika Pregnancy Bot

Client: Psynapce

Role: Project Lead

Period: 6 months.

Description: This project mainly focuses on Android and IOS Application based on pregnancy, The application is called Savika, Chatbot is deployed on FB messenger of Savika home page. This chatbot helps users by providing various pregnancy related queries, it also has all the features of application, like updating the milestones, show case articles, Registration process to view and register to use the app and chatbot. User can interact with chatbot from FaceBook or from the app itself. This chatabot answers almost all queries related to pregnancy, prevention from a disease diagnosis. What to eat during pregnancy etc. **Responsibilities:**
1. Experienced in build and design of AI with Intents and entities on Dialog flow.
2. Used JavaScript functions to integrate dialogflow with flowXO.
3. Used Facebook developers JSON for designing carousel card sets and button layouts for Fb messenger bot
4. Used MySQL as database to store and retrieve data.
5. Creating test cases for client requirements and ensures changes reach the chatbot users as excepted. 6. Conducted Knowledge transfer sessions to team to maintain same knowledge quotient across team. 7. Worked on web widgets requests

by the customer for any modifications in production or to retrieve required information from database for any business requirement.

8. Have knowledge of Database.

Environment: Dialogflow, MySQL, ec2, s3, FlowXO, Facebook API, Facebook Webhooks, Facebook developers console.

Project #3: ICFAI University

Client: ICFAI

Role: Project Lead

Period: 2 months.

Description: This project has total of 12 chatbots which are deployed on Facebook messenger and websites. ICFAI University has many branches across India. We deployed chatbots on Himachal Pradesh, Jharkhand, Hyderabad, Dehradun, Raipur, Jaipur branches of universities. These are deployed both on official messenger page of ICFAI and its website. This chatbot mainly focuses on lead generation. Users can interact with the chatabot to know all the courses offered in the universities and submit their quires. We have enabled a live chat feature for the user so that he/she can interact with a specialized user for their requirement. **Responsibilities:**

1. Experienced in build and design of Intents and entities on Dialog flow API.
2. Used JavaScript functions to integrate dialogflow with flowxo.
3. Used JSON for designing carousel card sets and button layouts for facebook and web bot
4. Used MySQL as database to store and retrieve data.
5. Creating test cases for client requirements and ensures changes reach the chatbot users as excepted. 6. Conducted Knowledge transfer sessions to team to maintain same knowledge quotient across team. 7. Worked on web widgets requests by the customer for any modifications in production or to retrieve required information from database for any business requirement.
8. Have knowledge of Database.

Environment: Dialogflow, MySQL, s3, FlowXO, Facebook messenger API, Facebook developers console, Web hooks.
Project #4,5: Kolors Healthcare, Bubbles Spa and Salon.

Client: Kolors healthcare and bubbles spa and salon.

Role: Project Lead

Period: 5 months.

Description: These are two separate bots but has similar features and functionality, this chatbot can help a user by booking an appointment for the visit. User can book an appointment to visit his nearest branch to get his services done. This chatbot will showcase all the available services with the client. User will able to get all the information related to products and services. Kolors has 2 chatbots that are deployed on Kolors official facebook page and website. Bubbles has facebook messenger chatbot.

Responsibilities:

1. Experienced in build and design of Intents and entities on Dialog flow.
2. Used JavaScript functions to integrate dialogflow with flowxo.
3. Used Facebooks JSON for designing carousel card sets and button layouts for messenger and web bot.
4. User has the ability to verify the OTP in order to book an appointment.
5. Used MySQL as database to store and retrieve data.
6. Creating test cases for client requirements and ensures changes reach the chatbot users as excepted. 7. Conducted Knowledge transfer sessions to team to maintain same knowledge quotient across team. 8. Worked on web widgets requests by the customer for any modifications in production or to retrieve required information from database for any business requirement.
9. Have knowledge of Database.

Environment: Dialogflow, MySQL, ec2, s3, FlowXO, Facebook messenger API, facebook developers console, msg91 API.

ACADEMIC HIGHLIGHTS

2013 – 2017: **B. Tech. in Information Technology** from MLR institute of Technology with an aggregate of 60%

2013: **12th Standard** from Intermediate Narayana Junior College, with an aggregate of 65%

2011: 10th Standard from Narayana e-techno School, with an aggregate of 89.00%

DECLARATION

I confirm that the information provided above is true to best of my knowledge and belief.

Place: Hyderabad (Mohith)