Bantu Choudhary

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PROFESSIONAL   SUMMARY

Experienced in Conversational AI and Chatbot Development with over 3+ years of expertise ,currently employed at Bosch Global Software Technologies . Proficient in Different type Chatbot platform Cognigy.ai, Amelia.ai Cognitive, Yellow.ai, and Onereach.ai and Python. Seeking a challenging role to leverage my experience and knowledge in developing intelligent chatbot solution Committed to delivering exceptional user experiences and optimizing business operation through innovative chatbot development edge.

TECHNICAL SKILLS

Cloud Platform : Microsoft Azure
Databases : MySQL
Languages : Python
Web Design: HTML, Css, JavaScript, Bootstrap, Django
IDEs : Jupyter, VS Code, Anaconda
Operating Systems : Windows
Tools : Cognigy.ai, Yellow.ai, Amelia.ai, Onereach.ai
Other Skills : API integration, Service Now, Dialog Flow Design, Automation

EXPERIENCE

Senior Software Engineer – Conversational AI / Chatbot Developer   / *Bosch Global Software Technologies India (Bangalore, KA)January 2024 – Present*

- Developed and deployed conversational ai solution using the cognigy platform catering to diverse business requirements and industries.
- Conduct rigorous testing and optimizing of cognigy –powered chatbots to improve performance, accuracy, and user satisfaction.
- Provided training and support to internal teams on cognigy platform usage, best practices, and troubleshooting techniques to foster self sufficiency and proficiency.
- Using Python(Web scraping) to extract knowledge from websites , create a files at the chunk level and train the model.
- Utilized the platform build in LLM prompt model to produce an accurate response based on the question.

Analyst – Chatbot Developer   /*HCL Technology (Noida, UP)*   *February 2021 – January 2024*

- Developed intelligent chatbot solution using Amelia AI Cognitive, Yellow.ai and Onereach.ai Platform catering to various clients requirements.
- Collaborated with cross functional teams , including designers and business analysts to gather requirements and define chatbot functionality.
- Design and implement chatbot dialog flow, intent and entities , ensuring seamless user interaction and accurate response.
- Integrated chatbot solution with third party cloud api like service now and mule soft and platform to enhance functionality and enable data exchange.
- Conduct rigorous testing and quality assurance to ensure chatbot performance ,accuracy and reliability, provide technical support and troubleshooting for chatbot deployments on different environments addressing issues promptly and efficiently.

EDUCATION

RGPV, Bhopal	**BE in Computer Science Engineering**	CGPA: 7.8 /10.0	*2016 – 2020*
MP Board, Bhopal	**HSC**	82.2%	*2016*
MP Board, Bhopal	**SSC** |80.8%	*2014*

AWARDS AND CERTIfiCATIONS

Cognigy AI Developer   / *Cognigy*
Yellow.ai Certified Conversational AI professional / *Yellow.ai*
Amelia AI Cognitive Training Certificate / *Amelia (Ipsoft)*
Build and Deploy AI Messenger Chatbot Using IBM Watson   / *Coursera*
Shabash Award For Chatbot(ROB) / *Bosch Global Software Technologies*