

Shashikant Jha

shashikantjha3112@gmail.com | +91 8339828924 | Dhanbad, Jharkhand, India

LINKEDIN | PORTFOLIO

EDUCATION

COLLEGE OF ENGINEERING, BHUBANESWAR
BACHELOR OF TECHNOLOGY INFORMATION TECHNOLOGY

August 2012 - May 2016
Bhubaneswar, Orissa, India GPA: 6.9

EXPERIENCE

CONCENTRIX | CONVERSATION DESIGNER

Bengaluru India | March 2022 – Present

- Design the conversations - scalable, modular conversation architecture embedded with conversational non-linearity.
- Dialog writing - Writing clear, empathetic and concise dialogs.
- Linguistics to bring out the brand value.
- Multimodal designs for text and voice.
- Review the existing designs and suggest improvements.
- Built conversational flow design and prototyped for a Japanese diabetic care product supplier for chatbot on IVR.
- Imbided the prototype with pricing detail for each individual component.
- Ability to search individual product by serial number, keywords or a general description.
- Global Service Desk Voicebot (IVR + Chatbot) for password reset and account unlock for self and colleagues.

QUANTIPHI | SENIOR CONVERSATION BOT ENGINEER

Bengaluru, India | November 2021 – February 2022

- Worked as a lead conversational consultant.
- Implemented chatbot for US based government entity.
- Built intent architecture for optimal performance.

MINDTREE | MODULE LEAD

Bengaluru India | July 2019 – November 2021

- Conceptualized and prototyped machine learning based framework for bots.
- Supervised and mentored a 6 membered team to implement the bot support framework.
- Brought about an automation of 50% in the continuous train-test cycle.
- Led the team in the development of the framework and in discussions with stakeholders.
- Automated testing of bots resulting in reduction of 1000 man-hours annually
- Built the testing framework both as UI based tool as well as Git enabled pipeline
- Innovated the testing procedure to highlight intent performance
- Brought the concept of churn in testing to highlight the performance of intents before and after training
- Enabled both NLP testing as well as conversation testing
- Enabled smoke, amplified and scaled NLP testing as part of best practices
- Led development of conversational IVR and Dialogflow CoE
- Built multiple accelerators to bring about a significant reduction in development and testing cycles
- Mentored junior developers on Dialogflow framework
- Suggested and implemented DevOps and best practices for Dialogflow

MINDTREE | SENIOR SOFTWARE ENGINEER

Bengaluru, India | January 2019 – July 2019

- Conceptualized and implemented web-based chatbots and IVR based voicebots
- End-to-end development of all bot modules and handled integration with speech service
- Enabled transactional capability on bots
- Ensured that bots are performing at a high accuracy level of 70%

- Optimized the conversation design to achieve 30% containment
- Reduced the call volume on the client's contact center reps
- Optimized the speech services for better STT accuracy

MINDTREE | SOFTWARE ENGINEER

Bengaluru, India | January 2017 – January 2019

- Built Angular application for managing alerts and notifications.
- Conceptualized, prototyped and implemented DialogFlow based FAQ chatbot as a POC.
- Successfully converted the POC first into a pilot and then into a full scale project.
- Led a 3 member team to successfully deliver the chatbot within specified timeframe.
- Built analytics report for business stakeholders.

SKILLS

PROGRAMMING LANGUAGES Python, JavaScript

LIBRARIES/Frameworks Voiceflow, Dialogflow, Angular, Flask, NodeJS

TOOLS / PLATFORMS Docker, Gitlab

DATABASES MongoDB

PROJECTS / OPEN-SOURCE

SYNTHETIC DATA GENERATOR | [LINK](#)

Training and testing data is a challenge for Conversational AI systems. This tool tries to address the data shortage issue by generating the data based on patterns. The key highlights of this tool are: > Data generation in an automated fashion based on patterns. > Can be seamlessly integrated into dev/test pipelines. > Millions of training phrases per intent.

AUTOMATED TESTING FRAMEWORK | [LINK](#)

This tool focus on automating the testing of chatbots. The tool has the capability of performing both the Conversation (Flow) testing and NLP testing. It also provides for an option to create new test scripts on the fly.

CHANGELOG PIPELINE TOOL

This tool aims to incorporate the DevOps and standard CI-CD practices in the chatbot development. This is a Git based pipeline tool which integrates seamlessly with Dialogflow. It has the capability to do version comparison between two different versions of bot. It produces a report highlighting all the changes made - intent wise and entity wise.

HONORS & AWARDS

- Outstanding Performer - 2017-2018
- Outstanding Performer - 2018-2019
- Outstanding Performer - 2019-2020
- Bronze Pillar - 2018-2019
- Multiple managerial and peer awards