

Jyothish G

Email : gpjyothish@gmail.com

Phone : +91 7907581343

Career Profile

Overall 5+ years of experience in Chatbot development and Voice assistants with industry-standard tools and frameworks using Node.Js and Python.

- Experience in developing Chatbots for different platforms/channels.
- Experience in working with Chatbot frameworks/platforms: Dialogflow ES, Microsoft Bot Framework Node SDK, Microsoft Bot Framework Composer, Botkit, LEX, Kore.ai, and Rasa (Beginner).
- Experience in working with cognitive services like LUIS, QnA, etc.
- Experience in developing Voice assistants for platforms Amazon Alexa, Google Assistant, and Samsung Bixby.
- Experience in working with Voice assistant frameworks and tools: Alexa SDK, Google Actions SDK, Google Dialogflow SDK, and Bixby Studio.
- Experience in working with AWS Lambda, DynamoDB as part of the Alexa skills and LEX bots.
- Good knowledge and hands-on experience in NLU modeling and training.
- Good understanding of chatbot conversation design concepts and practices.
- Experience in working with database systems: DynamoDB, MongoDB.
- Good understanding and experience in version control systems.

Academic Profile

Year	Qualification	University
2013 - 2016	Master Of Computer Applications (MCA)	University of Kerala
2010 - 2013	BSc Computer Science	University of Kerala

Technical Skills

Technologies	:	Chatbot, Voice Assistants, NLU, GIT
Frameworks and Tools	:	Dialogflow, Microsoft Bot Framework, LUIS, QnA Maker, Botkit, Kore.ai, LEX, RASA, ASK SDK, Google Actions SDK, Bixby Studio
Databases and Storage	:	MongoDB, Amazon DynamoDB, Azure Blob Storage
Languages	:	Node.Js, Python

Work Experience

Larsen & Toubro Infotech Limited (LTI)

Duration	:	February 2021 - Present
Position	:	Data Scientist

Cedex Technologies LLP, Kochi

Duration	:	November 2016 - January 2021
Position	:	Senior Chatbot and Voice Assistant Developer

Project Profile

1. Chatbot use cases for BFS client

Developing chatbot use cases for the BFS client to automate the internal processes consuming the existing APIs. The chatbot will be in the webpage of the client presenting options to the user to perform actions based on their roles and access.

Client: Citibank

Technology stack

- Kore.ai (on-prem)
- MongoDB
- Node.Js

- REST API

Roles and Responsibilities

- Collecting the use case details and onboarding.
- Designing the conversation and the conversational flow
- Implementing the conversational flow in Kore.ai
- NLP training and utterance testing
- UAT deployment

2. Chatbot POC for Automating User Queries and Ticket Creation

The chatbot should be able to handle FAQ responses and to create tickets with the Remedy system if the user query is out of the scope of FAQ.

Client: Satorp

Technology stack

- MS Bot framework Node SDK v4
- MS Bot Direct Line Channel Connector service
- LUIS
- HTML, CSS, JS

Roles and Responsibilities

- Implementing the conversation/features flow for the chatbot.
- Developing the chatbot application and DirectLine API integration.
- LUIS model training and service integration into the application.
- Remedy system integration with SOAP APIs.
- Implementing the custom web chat widget and message elements.

3. Chatbot for the Television Channel

Developed the first NLP based chatbot of the television industry with an in-built ability to read Hinglish.

FB Link: <https://m.me/MAXTelevision>

Client: Sony Max

Technology stack

- Framework: Botkit
- Programming Language: Node.Js
- Bot Storage: MongoDB
- NLP service: Dialogflow

Roles and Responsibilities

- Developing the chatbot
- Training the NLP model
- Integrating to the FB messenger channel
- Back-end API integration

4. Messenger Chatbot for Quiz

Chatbot asks quiz questions to users from different categories. Selected to FbStart program conducted and funded by Facebook.

Technology stack

- Framework: Microsoft Bot Framework
- Bot Storage: MongoDB
- Programming Language: Node.Js
- NLP Service: Dialogflow

Roles and Responsibilities

- Developing the chatbot
- Training the NLP model
- Integrating to the channel
- Back-end API integration
- Facebook app submission

5. Recruitment Chatbot

Cross-platform chatbot developed for Messenger and Web. Candidates can create their profile from the chatbot and search and apply for jobs matching their profile.

Technology stack

- Framework: Botkit
- Programming Language: Node.Js
- Bot Storage: MongoDB
- NLP service: Dialogflow

Roles and Responsibilities

- Chatbot development
- Messenger channel integration
- Webpage integration
- Training NLP agent
- Dashboard API integration
- Facebook app submission

6. Voice assistant for keeping the food profile

Voice assistant for people to keep track of their eating habits, diets, and allergies and help them to choose foods based on their profile. Developed for platforms Amazon Alexa and Google Assistant.

Alexa: <https://www.amazon.com/Selectivor-by-EatID-Inc-Expert/dp/B07JW2KJML>

Google Assistant: <https://assistant.google.com/services/a/uid/0000000047260f09>

Client: Selectivor

Technology stack

- Framework:
 - Alexa: ASK SDK
 - Google Assistant: Actions on Google Dialogflow SDK
- Programming Language: Node.Js
- Storage
 - Alexa: AWS DynamoDB
 - Google Action: Firebase
- Deployment Environment
 - Alexa: AWS Lambda
 - Google Assistant: Firebase Functions

Roles and Responsibilities

- Conversation design
- Skill and Actions development
- Back-end API integration
- Model design
 - Alexa: Interaction model
 - Google Assistant: Dialogflow agent design
- Deployment
 - Alexa: Lambda function
 - Google Assistant: Firebase functions
- Storage integration
 - Alexa: DynamoDB
 - Google Assistant: Firebase Storage
- Certification
 - Alexa skill certification
 - Google actions certification
- Preparing deployment documents