SAMI CHOWDHURY

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EDUCATION

Texas A&M University, College Station, TX   August 2019
Bachelor of Science in Computer Science
Bachelor of Science in Petroleum Engineering

TECHNICAL SKILLS

Languages: Python, RStudio, JavaScript, NodeJS, MySQL, NoSQL, HTML, Git
Tools: Dialogflow CX, Dialogflow ES, PLX, Looker, BigQuery, Stackdriver, App Engine, Cloud Build, Chatbase Modeling, Amazon Redshift, DynamoDB, Pandas, NumPy, Scikit-learn, Jupyter, GCP, Azure
Concepts: Data visualization, machine learning, predictive modeling, quantitative analysis, conversation design, Agile

WORK HISTORY

General Dynamics Information Technology, New York, NY   06/2021 – Present
CCAI Software Engineer
- Developed BigQuery table and python script to store conversation log data for future analysis
- Processed and analyzed historical conversation data from live agents to map out and recommend to the client the top three most common use cases that would aid the most users
- Designed the conversation flow for those three unique use cases that the chatbot would be able to communicate with while working closely with the client and their expectations
- Programmed the core functionality of the chatbot in DialogFlow ES with the specific intents that would facilitate the conversations for those use cases
- Utilized webhooks to programmatically direct the flow of the chatbot based on user input that would match predefined entities
- Successfully deployed chatbot that aids 75% of client's call center traffic, reducing load on live agents
- Developing and actively maintaining the JavaScript backend that supports webhook functionality
- Continuously performing analytics on incoming production data to recommend future improvements to the chatbot
- Utilizing Git to track and monitor the version control of the chatbot with each push to production
- Collaborating with the testing team to facilitate the internal Agile process as new development work is completed for the chatbot each sprint
- Designing, developing, and releasing new use cases for the chatbot based on analytics to cover newer topics requested by callers in collaboration with the client each sprint

Google, New York, NY   03/2020 – 05/2021
CCAI AAM Dialogue Designer (Dialogflow CX)
- Developed error taxonomy labels for Human to Computer (H2C) and Human to Human (H2H) conversation log data to distinguish sources of live agent escalation
- Recommended design and NLU improvements to chatbot and IVR agents to refine conversational flow, user experience, and overall conversational containment
- Improved operational workflow and processes by developing advanced tooling with Python scripts and pivot tables in Google Sheets to promote automation
- Presented executive summary of performance improvements to key stakeholders, highlighting containment increases and improved customer experience
- Managed Looker database storing results of analyzed chat transcripts, piping results into BigQuery, importing data into Looker, and reporting weekly performance visualizations
- Built data pipeline between Google Sheets analysis from team to BigQuery tables for PLX dashboards using Python
- Increased performance of live agents interacting with customers through implementation of Agent Assist
- Actively collaborated with clients to fulfill requests for data collection and metric reporting to hit target KPIs.