Udhayakumar V

Senior Software Developer, 4+ years experience
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Experienced Backend Developer with nearly 4 years of proven expertise in the design, development, and maintenance of web applications. Proficient in Python programming, with in-depth knowledge of frameworks such as FASTAPI, Django, and Flask. Possesses a strong foundation in AWS solution architecture.

INDUSTRIES: Information Technology

TECHNICAL SKILLS

• Python	4 years & 2 months
• FastAPI	3 years & 1 months
• Docker	3 years & 1 months
• MongoDB	2 years & 1 months
• Django	1 years & 1 months

PROJECT DETAILS

• Dialogengines

Project Description: Backbone of Concerto: Developed and maintained the "dialogengines" project, a critical component that processes data from various projects within Concerto. Intelligent Decision-Making: Engineered a system that intelligently determines the content to present to end-users. This decision-making is based on user input and matching intents from NLP-based projects. Confidence-Based Processing: Utilised confidence levels specified in application settings to process data derived from NLP projects, ensuring that data is presented to end-users with accuracy and reliability. Varied User Conversations: Accommodated diverse user conversations, including form interactions, intents, Q&A sessions, quizzes, chitchat, and langchain (LLM). Multi-Functional Capabilities: Designed the system to handle a wide range of user interactions, such as appointment scheduling, rescheduling, cancellation, emergency appointments, and the ability to connect with live agents as part of the Concerto application. Channel and Platform Compatibility: Implemented settings and configurations tailored to different communication channels, including telephony, Slack, chat-bot interfaces, SMS, Google Home, Google Assistant, WhatsApp, Alexa, and Echo Show. Data Gathering and Processing: Oversaw the collection of application settings and related configurations, ensuring efficient data processing to support seamless user interactions.
Responsibilities: ConcertoAI Chatbot Development: Led the development of ConcertoAI, an intelligent chatbot that streamlines front desk applications, enhancing efficiency and problem-solving capabilities. Implemented appointment scheduling, rescheduling, and cancellation features, ensuring seamless client interactions regardless of working hours. Trained the chatbot with comprehensive knowledge, enabling it to provide accurate answers to user inquiries. Wrapper Development for Sales Boost: Created numerous custom wrappers from scratch, significantly contributing to increased sales for the organization. Optimizing MongoDB Queries: Improved MongoDB query performance by implementing projections, addressing real-time latency issues on telephony channels. Assumed responsibility for code review, unit testing, and bug fixes in the project.
Technologies: Python
Industry: Information Technology

• Wrapper

Project Description: Meevo and Phorest Wrappers: Created and maintained Python-based wrappers for "Meevo" and "Phorest," enabling data retrieval from client APIs and databases. Designed and implemented functionality to access service details, stylist/therapist information, and date and time availability, facilitating the setup of appointment forms.
Responsibilities: Wrapper Development for Sales Boost: Created numerous custom wrappers from scratch, significantly contributing to increased sales for the organization. Optimizing MongoDB Queries: Improved MongoDB query performance by implementing projections, addressing real-time latency issues on telephony channels. Assumed responsibility for code review, unit testing, and bug fixes in the project.
Technologies: Python
Industry: Information Technology

EMPLOYMENT HISTORY

• Senior Software Engineer

EDUCATION

• Bachelors degree in Computer science from Thiruvalluvar University 2013 - 2016

LANGUAGES

• English - native

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