

Aditya Sitoke

+91 6260980168 @ adityasitoke183@gmail.com

Skills

Project Management

Leadership & Team Management

Tools

CRM, ZOHO, ERP, FBM, WhatsApp API, META API, Dialog Flow, Conversational Flows

MS Office Stack

Excel, Word, Powerpoint

Database Technologies

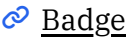
MySQL/RDBMS

Languages

Javascript

Certifications

Meta Certified Technical Professional on WhatsApp Business Platform
March 2025



Salesforce Certified AI Associate
Salesforce

Salesforce Certified AI Specialist
Salesforce

Data Visualisation
Forge Tata Group

Power BI Job Simulation
PWC
February 2025

Summary

Utilize my 2 years of extensive experience in Conversational AI chatbots, coupled with a demonstrated proficiency in API and CRM integrations, to contribute to a dynamic team environment. Leveraging strong communication and leadership abilities, I aim to engage with clients effectively, fostering collaborative relationships and driving innovative solutions to meet their needs.

Experience

- ORAI Robotics**
Conversational AI Solutions Lead
Bhopal
March 2022 - Present
 - Leadership & Team Management:** Currently working as a team lead and manager, overseeing a team, guiding projects, and ensuring timely delivery of tasks.
 - AI Chatbot Development & Deployment:** Created and managed AI chatbots using the Engati platform across multiple channels, including web and WhatsApp.
 - Bot Training & Monitoring:** Trained and monitored bots for NLP and AI/ML performance optimization.
 - Push Notifications & Live Chat:** Implemented push notifications and live chat functionalities for real-time customer interaction.
 - API Integrations:** Developed and integrated APIs, enabling multilingual bot functionality and seamless data exchange.
 - Technical Proficiency:** Proficient in JavaScript and Regex creation for customized bot behavior and automation.
 - Requirement Analysis & Architecture:** Collaborated with clients for requirement gathering, creating conversational flows, and designing AI assistant architecture.
 - Third-Party Integrations:** Implemented integrations with Google Sheets, Google Calendar, and ZOHO APIs, CRM APIs, automating workflows and enhancing productivity.

- Bank of Baroda**
BRE Intern
Bhopal
24/12/2021 - 24/2/2022
 - Customer interactions to ensure relationship
 - Resolving customer queries and forwarding to higher management
 - Credit card dealing with form checking forwarding.

Education

- Barkatullah vishwavidyalaya**
Computer Applications
82.2
B.Com
2022
- Kendriya vidyalaya**
70%
Higher secondary
2019