

# Dante Deluca

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## AI SOLUTIONS ENGINEER

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Solutions Engineer with 3 years of customer facing experience building and tuning AI-driven solutions for enterprise clients. Strong background in SQL, Dialogflow, Python, and GCP, with hands-on experience delivering POCs and production systems that increased automation and customer satisfaction. Experienced in deploying backend and frontend solutions with REST APIs and relational databases. Strong communication, client relations, and leadership skills.

## WORK EXPERIENCE

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### AI Solutions Engineer, Aug 2023 - Present

*Amplix, Boston, MA*

- Developed custom NLU based IVAs with Dialogflow CX and Python for enterprise clients, improving automation coverage for customer inquiries by 25%
- Optimized speech recognition by fine-tuning acoustic and language models in Google Cloud Speech-to-Text, reducing error rates by 15% and improving accuracy by 65%
- Improved caller retention by 20% by delivering KPIs and data dashboards to clients via Google Looker Studio
- Built KPI pipelines in Python and BigQuery to analyze call data, uncover failure points, and inform agent retraining to improve customer experience
- Facilitated technical discovery sessions and regular tuning meetings to meet client expectations
- Delivered tailored demos and KPI dashboards of AI-driven automation to executives, aligning technical solutions with business goals
- Led end-to-end solution architecture from discovery through production, aligning AI capabilities with business and operational requirements
- Evaluated CSAT scores and NLU accuracy metrics to refine LLM and chatbot responses, increasing customer satisfaction by 15% and engagement by 22%
- Provided support and training for new engineers to adapt to customer expectations
- Delivered pre-sales technical consultation and solution design using RESTful API integrations and Dialogflow prototypes, accelerating client onboarding timelines by 25%

### QA Automation Engineer Intern, May 2021 - Nov 2021

*J.D. Power AutoData Solutions, London, ON*

- Created and ran automated test scripts for webservices and RESTful APIs
- Collaborated with developers to identify and resolve Jira tickets

## EDUCATION

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### Bachelor of Engineering - Computer Software, Sep 2018 - Jun 2023

*University of Western Ontario, London, ON*

## PROJECTS

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### Fullstack MERN Application - Nov 2022 – Jul 2023

*QuizItalian*

- Deployed a real world application to assist students learning Italian via a comprehensive learning dashboard
- Built an express backend complete with a docker containerized webservice, mongo database, and user authentication to parse italian vocabulary fed to a dynamic and intuitive react frontend

## TECHNICAL SKILLS

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**Certification:** Building RAG Agents with LLMS (NVIDIA Deep Learning Institute)

**Languages:** Python, SQL, Javascript

**Frameworks:** Big Query, LangChain, RESTful APIs, Docker, FastAPI, Express, Node, React

**AI & ML:** RAG, Prompt Engineering, NLP, AI Chatbots, Speech Recognition, Dialogflow