

SAI GOWTHAM CHINTALA

Software Engineer — Full-Stack Developer — AI Solutions Architect

📞 (+91) 9121503508
🌐 LinkedIn

✉️ saigowthamchintala@gmail.com
🐙 GitHub

🌐 Portfolio
📦 AWS Certified

Professional Summary

Results-driven Software Engineer with 2+ years developing enterprise-grade applications and AI-powered solutions. Expertise in handling 10M+ daily API requests, improving operational efficiency by 40%, and building intelligent chatbots with 90% accuracy. Proven track record in CRM integrations, full-stack development, and cloud technologies.

Education

Bachelor of Technology in Electronics and Communication Engineering	2018-2022
GITAM Institute of Technology, GITAM University, Visakhapatnam, A.P. — GPA: 9.59/10	
Higher Secondary Education	2016-2018
SASI Junior College, SASI Educational Institutions, West Godavari, A.P. — Percentage: 97.3%	
SSC-X	2015-2016
SASI English Medium High School, SASI Educational Institutions, West Godavari, A.P. — GPA: 9.80/10	

Technical Skills

Languages:	Python, JavaScript (ES6+), Node.js, HTML5, CSS3
Frameworks/Libraries:	React.js, Next.js, Express.js, Redux, Tailwind CSS, LangChain
AI Technologies:	Generative AI, Natural Language Processing, Machine Learning
CRM Systems:	ZOHO CRM, MS Dynamics 365 CRM, CRM Administration
Tools:	VS Code, GIT, GitHub, Postman, Power Automate, VMware
Cloud & DevOps:	AWS Cloud Services, Azure Boards, CI/CD Pipelines, Docker, Kubernetes
Technical Skills:	Object-Oriented Programming, Back-End Development, REST API Development

Certifications

- [AWS Certified Developer Associate](#)
- [Python3 Programming Specialization from Coursera](#)
- [Node.js Intermediate Certification from HackerRank](#)

Professional Experience

Systems Engineer — TATA Consultancy Services	October 2022 - Present
<ul style="list-style-type: none">• Architected and maintained high-performance backend services handling 10M+ daily API requests with 99.9% uptime using Node.js and Express.js• Developed AI-powered chatbots and NLP applications processing 10K+ monthly interactions with 90% intent recognition accuracy• Streamlined CRM workflows and business process automation, improving lead qualification efficiency by 40% and reducing response times by 30%• Designed responsive dashboards serving 500+ daily users, enhancing operational efficiency by 25% and reducing bounce rates by 30%• Led migration from ZOHO CRM to MS Dynamics 365 with zero-downtime transition for enterprise clients	

Key Projects

AI-Driven Chatbot Solutions and Impact Dashboards - Goodyear & Cargill

- Built AI-powered chatbots and NLP applications within MERN stack using Generative AI and machine learning algorithms
- Incorporated live agent support for seamless query escalation, handling **1000+ inquiries** with sub-2-minute resolution time
- Achieved 90% intent recognition accuracy and decreased customer bounce rates by 30% through intelligent routing

WhatsApp Business API Integration - CNH Industrial

- Developed WhatsApp Business API integration, automating inquiry submissions and processing **500-1,000 monthly inquiries**
- Optimized lead qualification processes using Node.js and REST APIs, efficiently managing **300-450 concurrent inquiries**
- Automated broadcasting system for festive greetings and product updates, reaching **10M+ customers monthly**

Digital Marketing Automation Platform - CNH Industrial

- Automated lead qualification workflows in Zoho CRM, processing over **120,000 leads annually** with 40% efficiency improvement
- Integrated CRM with call center systems, reducing lead response time and improving conversion rates by **25%**
- Led migration from Zoho CRM to MS Dynamics 365, developing scalable APIs and ensuring zero-downtime transition