

Główne umiejętności

voicebot
Angielski
chatbot

Omnichannel Specialist, voicebot, chatbot

Doświadczenie

mBank S.A.

Omnichannel Specialist

maj 2022 - Present (2 lata 4 mies.)

Łódź, Łódzkie, Poland

- Preparation of new data and analysis of current data in NLU model.
- Creating automatic test scenarios for chat applications.
- Taking care of up-to-date knowledge in the bot.
- Conducting post-implementation tests of new versions of the bot

SentiOne

Bot designer - Tech Lead

styczeń 2021 - maj 2022 (1 rok 5 mies.)

Poland

- Analyze and create executive diagrams
- Create processes in flow
- Prepare UAT test scenarios and automatic tests
- analyze user statements and take care about NLU
- updating bot on client's environment

ING

1 rok 6 mies.

Chatbot Developer

kwiecień 2020 - grudzień 2020 (9 mies.)

Katowice

- Prepare and analyze reports and logs from chatbot
- prepare automatization processes by Python scripts
- care about quality and actual information in chatbot

Chatbot Development Team Intern

lipiec 2019 - marzec 2020 (9 mies.)

Katowice, woj. śląskie, Polska

EPP

Intern

lipiec 2018 - sierpień 2018 (2 mies.)

Kielce

Wykształcenie

School of Banking in Chorzow

Master of Technology - MTech, AI · (październik 2021 - czerwiec 2024)

University of Economics in Katowice

Bachelor, computer science and econometrics · (2017 - 2020)