CHATBOT, MACHINE LEARNING AND ARTIFICIAL INTELLIGENCE

COMPANY OVERVIEW

Tata Group is an Indian multinational conglomerate company headquartered in Mumbai, India. It encompasses seven business sectors: communications and information technology, engineering, materials, services, energy, consumer products and chemicals. Tata Group was founded in 1868 by Jamsetji Tata as a trading company. It has operations in more than 80 countries across six continents. Tata Group has over 100 operating companies with each of them operating independently.

Tata Sons is the promoter of all key Tata companies and holds the bulk of shareholding in these companies.

BACKGROUND

The Tata companies together serve over million consumer and commercial customers today across several products and services. In order for the Tata companies to better understand customer and client needs and preferences, action life stages, needs, value, and potential, and enhance value and experience; the Tata companies need to develop robust data and information management capability and customer analytics. The vision is to eventually create the best in-house capability for data analytics amongst any large corporate. To achieve the above aims, it has been decided to establish an independent Tata company focused on building a common data analytics platform and help Tata Group companies. This company is being incubated in the initial phase as a division of Tata Industries and will subsequently be structured as a separate company to build Big Data Analytics and Data Science capabilities catering to but not limited to the 'Consumer' brands of the group.

Tata Insights and Quants – Journey to Date

Company: Tata - Insights and Quants – A Newly started division by Tata Industries.

http://www.livemint.com/Companies/PCgvCZILuJKV68UKVHZRJO/With-new-analytics-arm-Tata-aims-to-make-better-sense-of-da.html

Employer Brand: : www.tataiq.com

Tata iQ in 18 months of its inception was recognized in the list of Analytics India Magazine's (AIM) Top 10 most desirable Analytics Indian Firms to work for in 2016:

http://analyticsindiamag.com/top-10-analytics-firm-wish-worked-2016/

Generating Value for Customer:

Fourteen Tata companies are partnering Tata Insights and Quants (Tata iQ), a Big Data firm, to analyse data collected from users, consumers and make sense of it to put changes in place

http://www.livemint.com/Companies/5om8ebrv6p02jGCcRB3j3K/Tata-companies-use-Big-Data-to-craft-strategies.html

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Contributing to Community through big data:

In line with the Tata group's philosophy of giving back more to the society than what it takes, Tata iQ, Tata group's big data and decision Sciences Company.

[Okhai partners with Tata iQ to deliver big impact through big data](#)

Company : Tata Insights and Quants
Role   : Chatbot, Machine Learning and Artificial Intelligence
Level   : Analyst – Associate - Senior Associate
Role Type   : Individual Contributor
Location   : Mumbai | Bangalore | Jamshedpur | Kalinga Nagar – All Options open

Job Description

This is an exciting opportunity to be a part of the team that develops foundational capabilities enabling enhanced analytics and measurement, critical to shaping global digital adoption and experience strategies. The incumbent will be part of the Digital Analytics & Insights team and will report to the Manager in charge of Digital Analytics. He/she will be an individual contributor working on Chatbot development and implementation for various industries and domains as an AI and functional experts.

Job Responsibilities

- Understanding the end user's requirement and translating the requirement into a business requirement document for the Chatbot development or implementation.

- Developing chatbot queries and responses model based on the uses input in the form of chatbot consumable format.

- Transforming the user requirement into the Chabot flow and design appropriate module for training and integration to user interface.

- Create NLP modules to enhance the chatbot development process and improve the accuracy of the Chatbot.

- Developing and fine-tuning machine learning algorithm to improve chatbot engine accuracy and speed.

- Creation of test plan, test cases and testing chatbot responses using various tools such as selenium.

Requirements/Skill sets

- **Must-have technical skills**
    o   Must be proficient in using python 3.x platform.
    o   Have worked on chatbot development or implementation in a real business scenario.

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o   Must have proficiency in Natural Language processing packages such as NLTK, Spacy, Gensim etc.
o   Must have pro-efficient in Deep Learning algorithm using Keras, Pytorch etc
o   Knowledge of Social platforms (Facebook, Twitter, LinkedIn, Google, WhatsApp etc.) and their APIs preferred.
o   Hand-on knowledge of Database, Excel, Powerpoint

- **Must-have soft skills**
o   Excellent written and oral communication skills
o   Good interpersonal, problem solving, reasoning and analytical skills
o   Ability to interact with clients with ease

- Good-to-have skills
o   Working knowledge of HTML, JavaScript
o   Worked on chatbot platform such as Alexa, Watson, Luis, Rasa
o   Must have experience working with unstructured data related to text, voice, video and image ana lytics.

Education and Experience:
- Bachelors (+2-4 years) or Masters (2 years) in Computer Science or MBA with Bachelor in technical.
- Experience in Chatbot implementation / development is a must