

MURALI KRISHNA KORRAPATI

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PROFESSIONAL SUMMARY

Metrics Driven Senior Full Stack - GenAI, and Forward Deployed Engineer with over 4.6 years of experience architecting enterprise-grade web applications, autonomous AI agents, multi-tenant SaaS platforms, and mobile apps across MERN, Python Full Stack (FastAPI, Django), React Native, and Flutter ecosystems. Proven track record of spearheading large-scale digital banking migrations, deploying production RAG workflows, optimizing high-performance databases, and engineering CI/CD pipelines. Skilled in cross-functional collaboration and strategic stakeholder alignment to accelerate software delivery, increase operational efficiency by 50%, and drive AI innovation for tier-1 enterprise clients.

PROFESSIONAL EXPERIENCE

Gradiious Technologies | Client : Kore.ai | Software Engineer (FDE - GenAI) March 2026 – Present
Hyderabad, India

- **Environment:** *Kore.ai XO Platform, GenAI, Python, FastAPI, Node.js, JavaScript, REST APIs, GraphQL, ServiceNow API, Azure AD, PostgreSQL, Vector Databases, Multi-lingual NLP*
- **Axis Bank Conversational AI Sales Bot:** Spearheaded the enterprise deployment and telemetry-driven optimization of the Axis Bank Sales Bot, tri-lingual NLP to drive a 15% increase in lead generation and automated service fulfillment.
- **Mashreq Bank Digital Banking Migration:** Orchestrated the migration of legacy banking bots to the Kore.ai XO11 platform across 98+ complex banking workflows with multi-lingual architectures (English, Arabic, Hindi), cutting user support escalation rates by 30%.
- **ITSM & Enterprise Automation Bot:** Architected an autonomous IT Service Management bot using FastAPI, ServiceNow APIs, and LLM tool-calling, automating ticket resolution workflows and saving over 200 engineer hours monthly.
- **Healthcare Intelligence AI:** Designed a secure Hospital Management Bot utilizing hybrid vector search and metadata filtering for EHR navigation with 100% data isolation and sub-second retrieval latencies.

FusionVertex Solutions | Software Engineer April 2025 – January 2026
Hyderabad, India

- **Environment:** *MERN Stack (MongoDB, Express.js, React.js, Node.js), Next.js, Python, FastAPI, Docker, Kubernetes, Jenkins, CI/CD, REST APIs, Microservices*
- **AI Product Engineering:** Architected multi-tenant Generative AI tools and microservice platforms using MERN stack, Next.js, and Python backend services, scaling application throughput by 40%.
- **Secure Data Infrastructure:** Spearheaded identity verification pipelines integrating Aadhaar/PAN validation APIs, maintaining strict regulatory compliance and zero security breaches across 100k+ customer transactions.
- **Product Engineering:** Engineered and deployed the 'AnyNews' media platform, 'Baba Car Wash' portal, and 'Evergreen' suite, accelerating time-to-market by 25% through reusable UI components and modular microservices.
- **DevOps & Infrastructure:** Automated CI/CD deployment pipelines using Docker, Jenkins, and Kubernetes, reducing build deployment times by 60% and achieving 99.9% application uptime.

Panacea IT Services | Full Stack Developer May 2022 – March 2025
Hyderabad, India

- **Environment:** *React.js, Node.js, Express.js, MongoDB, PostgreSQL, React Native, Flutter, REST APIs.*
- **SaaS Architecture:** Architected scalable multi-tenant SaaS applications with fine-grained RBAC mechanisms, supporting over 50 enterprise client tenants with robust database partition strategy.
- **Business Process Automation:** Orchestrated automated workflow engines that boosted operational efficiency by 50% and accelerated enterprise sales conversion growth by 40%.
- **Educational Management Systems:** Spearheaded end-to-end development of 'DigiAkshara' and 'Brain Buzz' LMS, optimizing complex SQL queries to handle over 100,000 concurrent student users.

- **Cross-Platform Mobile Apps:** Led mobile application architecture using React Native and Flutter for high-performance iOS/Android releases, maintaining a 4.8-star user rating across app stores.

Sense Semiconductor and IT Services | Full Stack Developer Intern Feb 2022 – April 2022

Mangalagiri, India

- **Environment:** *React Native, JavaScript (ES6+), HTML5, CSS3, REST APIs, Microcontrollers, IoT Protocols*
- **IoT Mobile Integration:** Engineered a cross-platform mobile application using React Native for IoT micro-controller command and control, enabling real-time remote telemetry monitoring with sub-100ms response times.
- Developed responsive web interfaces using modern HTML5, CSS3, and JavaScript, streamlining REST API integration for operational dashboards.

TECHNICAL SKILLS

Conversational & Gen AI Platforms: Generative AI (GenAI), Kore.ai Platform, Kore.ai XO Platform, SmartAssist, SearchAssist, Dialog Manager, Agentic Frameworks, Artemis (Kore).

Generative AI & ML: Large Language Models (LLMs), RAG Systems, Autonomous AI Agents, Prompt Engineering, Vector Search, Hybrid Search.

Backend & Full Stack: MERN Stack (MongoDB, Express.js, React.js, Node.js), Python Full Stack (FastAPI, Django), Microservices Architecture, REST APIs, GraphQL.

Frontend & Mobile: React Native, Flutter, React.js, Next.js, TypeScript, JavaScript (ES6+), Redux Toolkit, Tailwind CSS, HTML5, CSS3.

Databases & Cloud: PostgreSQL, MongoDB, MySQL, Vector Databases, Prisma, Mongoose, AWS, Google Cloud Platform.

DevOps & Infrastructure: Docker, Podman, Coolify, CI/CD Pipeline Deployment, Jenkins, Kubernetes, Github Actions.

Growth & Strategy: META Business Suite, Google Analytics

RECENT PROJECTS

Conversational AI Bot for ITSM Ticketing & Automation

- **Environment:** *Kore.ai XO Platform, SearchAssist, ServiceNow API, Azure AD, JavaScript, Node.js, Python, REST APIs, Microservices*
- **Ticket Lifecycle Automation:** Engineered end-to-end ITSM ticket lifecycle management on Kore.ai integrated with ServiceNow APIs to automate incident creation, status updates, and resolution closure pipelines.
- **Identity & Access Automation:** Configured deep integration with Azure AD to automate user verification and self-service password reset workflows, eliminating manual service desk intervention.
- **SearchAssist & Knowledge Retrieval:** Seamlessly integrated ServiceNow with SearchAssist to support intelligent, efficient multi-turn knowledge base searches for rapid ticket-related data retrieval.
- **Multi-Channel Support:** Deployed across multi-channels (Web, Mobile, MS Teams, and Voice/IVR) with robust idle session timeout handling (3-minute auto-reminder) and smooth, unconditional escalation/handoff to live customer support agents.
- **Global Accessibility:** Built with multi-lingual support for Spanish, English, Telugu, Tagalog, and French.

Omnichannel Agentic AI & Contact Center Automation

- **Environment:** *Kore.ai Agentic Platform, SmartAssist, Conversational AI, REST APIs, Generative AI Tool-Calling, Python, Node.js*
- **Hospital Appointment Management Agent:** Developed an intelligent, context-aware scheduling agent that orchestrates multi-turn user dialogues to seamlessly book, reschedule, or cancel patient appointments while updating backend database registries securely.
- **Specialized Autonomous Agents:** Architected Travel and Event Assistants driven by Cross-Functional Collaboration, leveraging intent recognition and entity extraction to streamline booking workflows.
- **Global Scale:** Designed with comprehensive multi-lingual support to enable diverse, cross-regional conversational capabilities.

- **Contact Center Optimization:** Leveraged Kore.ai's conversational architecture and SmartAssist components to design highly responsive voice and text flows, optimizing contact center volume and improving containment rates.

Mashreq Bank Digital Banking Migration

- **Environment:** *Kore.ai XO11 Platform, Banking APIs, Multi-lingual NLP, JavaScript, REST APIs*
- Orchestrated the end-to-end migration of the legacy banking bot to the Kore.ai XO11 platform, engineering 98+ complex banking journeys spanning account management, credit card, and debit card services. Integrated robust multi-lingual support (English, Arabic, Hindi) to ensure seamless, localized interaction for a global user base.

Axis Bank Conversation AI Sales Bot

- **Environment:** *Kore.ai XO Platform, Voice AI, Real-Time Agent Assist, Salesforce CRM, Zendesk API, REST APIs*
- **Localization:** Optimized with tri-lingual support including English, Hindi, and Hinglish to maximize market penetration and user engagement.
- As a Forward Deployed Engineer (FDE), I contributed to the deployment and enhancement of the Axis Bank Sales bot, ensuring strict regulatory compliance while optimizing conversational architecture. Through high-frequency telemetry analysis and strategic refinement of AI decision trees, I have driven measurable improvements in bot performance, resulting in a 15% increase in lead generation and service fulfillment.

GreenEnviro Industrial IoT & Analytics Platform

- **Environment:** *IoT Protocols, WebSockets, Python, React.js, Docker, AWS, Analytics Dashboards*
- **Independent R&D Initiative:** Architected and deployed an industrial-grade device management console for environmental sensor networks (Air, Water, and Dust quality).
- **Data-Driven Monitoring:** Spearheaded System Optimization with real-time visualization and automated reporting to monitor sensor metrics and maintain environmental compliance.
- **Operational Excellence:** Engineered a robust, scalable system that provides remote device configuration and control, showcasing proficiency in industrial IoT protocols and full-stack software architecture.

EDUCATION

Rajiv Gandhi University of Knowledge Technologies - Nuzvid

| August 2018 - June 2022

Bachelor of Technology (B.Tech) | CGPA: 7.5

AWARDS, CERTIFICATIONS & LEADERSHIP

- **Kore.ai Certified :** Certified in Automation AI, SearchAI, Contact Center AI, Agent Assist, Agent Platform.
- **Udemy Certification:** MERN Stack, Python Full Stack.
- **National Cadet Corps (NCC):** Ranked as Corporal (CPL); secured 2nd Position in Rifle Shooting.
- **Leadership & Community:** Served as Class Representative (CR) and actively volunteered for webcasting election duties (2019) and helping hands initiatives.