

# Sayanto Dutta

✉ sayantodutta@gmail.com ☎ 8158062032 📍 Bangalore 🌐 LinkedIn

## PROFESSIONAL EXPERIENCE

---

**Product Analyst, Ambak (a lending marketplace FinTech)** [🔗](#) 03/2025 – 01/2026 | Bangalore, India

- Owned analytics and operational logic for **voice and WhatsApp communication funnels** (Ameyo–Exotel, Karix), supporting **40–50 agents, 3 business verticals, 15+ active campaigns**, and **1,000s of monthly customer touchpoints**, with end-to-end ownership of reliability, scalability, and funnel data consistency.
- Designed, launched, and iterated **10+ call-flow configurations** (agent-mapped DIDs, missed-call capture, single-ACD routing), managing **100+ DID numbers** and improving **first-touch connectivity by ~20–25%**, reducing call misrouting by **~30%**, and shortening **time-to-first-contact by ~30%** across live campaigns.
- Built and optimized **WhatsApp engagement funnels** using **Meta-approved templates** with CTAs and quick replies; enabled explicit state tracking and drove **~15–20% higher customer response rates**, while reducing **manual follow-ups by ~25–30%**.
- Partnered with engineering and ops on **CRM × Periskope (AI WhatsApp) integration**, contributing to iframe UX design, action placement, and workflow logic; reduced **agent context switching by ~40%**.
- Analyzed **funnel drop-offs, response latency, and agent-level behavior**, converting insights into **product hypotheses and system-level changes** that improved **throughput, funnel hygiene, and operational predictability**, supporting scale without additional headcount.

**Founder's Office, Nuttu Kaka (a D2C consumer brand)** [🔗](#) 10/2023 – 02/2025 | Bangalore, India

- Organized 40+ product stalls** at public events, engaging with 300+ customers to promote product quality, health benefits, and pricing.
- Managed a ₹25+ lakh corporate order** for India Cements' Diwali gift boxes, overseeing sourcing, scheduling, packing, and logistics.
- Sourced products from 5 vendors** across India, **negotiating 2%-5% cost reductions** while ensuring high quality and timely delivery.
- Conducted competitor analysis on 15+ brands** for Flipkart and Amazon, **optimizing pricing strategies and setting profit margins of 20-30%**.

**Analyst Intern, Dashtoon (a Generative AI content platform)** [🔗](#) 05/2023 – 08/2023 | Bangalore, India

- Tested various Generative AI tools** (Stable Diffusion 3, Midjourney, DALL-E 3) to transform and manipulate artwork on a user-friendly platform.
- Consulted with the Tech Team** on designing the UI for the **Stable Diffusion API** for maximum efficiency.
- Collaborated with the storyboard team** to implement a workflow **that increased efficiency by 30%**.
- Managed feedback from digital distributors and analysed key insights on content consumption across different categories and demographics.
- Contributed in further data analysis** for implementing a **Heat Map** to match consumer preferences across various regions and age groups.

## PROJECTS

---

**Financial Consultant Bot** [🔗](#)

**FinConsultant** is a Telegram bot that acts as a personal equity research desk. Users issue slash commands with a stock ticker and receive a fully structured, AI-generated investment analysis note in seconds — covering fundamentals, financials, earnings, analyst recommendations, news sentiment, institutional ownership, and options data.

**AI Voice Agent (Bolna AI)** [🔗](#)

The agent conducts fully autonomous outbound calls, qualifying each lead across four checkpoints — Intent, Geography, Budget, and Timeline — before booking a 15-minute follow-up call with a Property Expert. It supports seamless mid-call language switching between English and Hindi/Hinglish and handles all edge cases gracefully.

## SKILLS

---

Building AI Agents (Claude Managed Agents, Retell AI, Bolna AI), PostgreSQL, NLP and LLM Training (LM Studio, Ollama, Nvidia NIM), WhatsApp Business APIs (Karix, Periskope), C-PaaS (Ameyo, Exotel, Fundamento, Arrowhead), AI Automations (n8n, Apify, OpenClaw), RAG Pipelines (Obsidian, Graphify, Karpathy Auto Research), Prompt Engineering (Agentic Skills)

## EDUCATION

---

**Bachelor of Business Administration, Bangalore University**

2020 – 2023 | Bangalore, India