

AI SOSA NOZE-OTOTE

AI Solutions and Implementation | Conversational AI | API Integrations

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Professional Summary

AI implementation and technical product professional with 4+ years of experience across enterprise AI and fintech. Hands-on experience developing voicebots, designing conversational flows and prompts, configuring LLM and TTS components, analysing call performance, and troubleshooting API integrations. Delivered a voice AI proof of concept that exceeded its deposit-conversion benchmark and helped secure a multi-million naira deal. Earlier experience spans payment gateways, merchant onboarding and transaction reliability.

Core Skills

AI solutions: Voice and conversational AI, prompt and dialogue design, LLM selection, TTS configuration and synthesis, call analysis, POC evaluation, deployment monitoring

APIs and integration: REST APIs, JSON, authentication, webhooks, Postman, API documentation, data mapping, merchant onboarding and troubleshooting

Technical tools: Python, JavaScript, PHP, HTML/CSS, SQL/MySQL, R and Git/GitLab

Client delivery: Technical discovery, solution design, requirements, acceptance criteria, stakeholder workshops, cross-functional delivery and performance analysis

Professional Experience

Dyna Technologies Singapore

AI Project Manager | Jul 2025 - Present

- Lead enterprise voice AI and agentic solution delivery, translating client workflows into technical requirements, integration dependencies, acceptance criteria and measurable POC success metrics.
- Develop voicebots from scratch on the enterprise platform, designing scripts, conversation flows and prompts, selecting LLM and TTS configurations, and synthesising speech for client use cases.
- Delivered a telemarketing bot POC for a betting-platform client that achieved 6.2% deposit conversion across a 10,000-user batch over five days against a 5% benchmark, helping secure a multi-million naira deal.
- Analyse call recordings and operational metrics to refine intent-based responses, including customer hesitation and confusion about depositing, and improve conversation flows.
- Implement and test voicebot campaign integrations: load customer records and outstanding balances, supply account information before calls, return call outcomes to client systems, and configure follow-up triggers.
- Resolved bank collections bot integration defects by troubleshooting API responses, missing values and field mappings; refined prompts and fallbacks to reduce incorrect responses and unsupported account-information claims.
- Optimise LLM and TTS response times through prompt and conversation-history simplification, model and voice configuration testing, pre-generated audio for fixed phrases, and streaming tests where supported.

Professional Experience Continued

Vestrapay Nigeria

Technical Product Manager | Sep 2024 - Jun 2025

- Led the design and implementation of payment gateway and transfer service APIs, working with engineering and design teams to deliver merchant-facing payment solutions.
- Owned merchant API onboarding and technical assessments, interpreted integration requirements, supported endpoint implementation and troubleshoot client integration issues.
- Worked across authentication, transaction initiation, status handling, callbacks and webhooks; used merchant feedback and transaction behaviour to prioritise reliability and developer-experience improvements.
- Managed technical requirements for PCI-DSS compliance and coordinated KYC and BVN verification integrations.

Autospend (formerly Collect Africa)

Product Manager | Jan 2022 - Sep 2024

- Led the product pivot from payment collections to accounts payable, with churn reductions of up to 30% in new customer cohorts.
- Introduced a new pricing model that doubled company revenue over six months.
- Led product-led onboarding and customer messaging initiatives that increased user adoption by 35% within a few months.
- Optimised payment processing workflows, reducing transaction failures by over 25%.
- Worked with engineering, design, sales, marketing and customer support to define product strategy, develop roadmaps and prioritise improvements.

Education

MSc in Computer Science

Babcock University, Ogun, Nigeria | In progress

BEng in Electrical and Electronics Engineering

University of Ilorin, Kwara, Nigeria