

United States Jobs Expertini®

Conversational AI IVR Developer

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Company: 0010 eBay Inc.

Location: Austin

Category: computer-and-mathematical

At eBay, we're more than a global ecommerce leader — we're changing the way the world shops and sells. Our platform empowers millions of buyers and sellers in more than 190 markets around the world. We're committed to pushing boundaries and leaving our mark as we reinvent the future of ecommerce for enthusiasts.

Our customers are our compass, authenticity thrives, bold ideas are welcome, and everyone can bring their unique selves to work — every day. We're in this together, sustaining the future of our customers, our company, and our planet.

Join a team of passionate thinkers, innovators, and dreamers — and help us connect people and build communities to create economic opportunity for all.

About the team and the role:

Join our dynamic Customer Service Technology (CSTech) team at eBay. Our team is at the forefront of crafting innovative help solutions that cater to both our customers and teammates. We take pride in leading the end-to-end experience, from the intuitive voice and digital interfaces that delight our customers to the sophisticated technology platforms that enable our teammates to deliver outstanding service. In this role, you will contribute to a suite of tools that not only solve immediate customer issues but also anticipate future needs through predictive assistance. We are looking for creative problem-solvers who are eager to drive technological advancements and craft the future of customer interactions at eBay.

What you will accomplish:

Be responsible for the creation and optimization of innovative Conversational IVRs and BOTs, improving user experience and elevating customer interactions.

Drive cross-functional collaboration, working closely with Product Management, User Experience, and Engineering teams to deliver high-impact solutions that align with eBay's strategic goals.

Orchestrate the integration of sophisticated telephony and CTI systems, contributing to a flawless and efficient communication infrastructure.

Champion the development of reusable components, setting a standard for scalability and adaptability in IVR and Chatbot technologies.

Champion a culture of continuous improvement by implementing agile methodologies and prototyping, leading to accelerated learning and growth within the team.

Communicate sophisticated technical concepts effectively, ensuring alignment and understanding across diverse internal teams and stakeholders.

What you will bring:

A consistent track record with over 10 years in IVR development and at least 2 years specializing in voice application BOT development on platforms like Kore.ai, Google Dialog Flow, or similar.

Expertise in Core Java, Servlets, JSP, and REST-based micro-services, with a strong foundation in Spring framework and Spring Boot.

Proficiency with DevOps tools such as Git, Jenkins, Jira, and Confluence, and experience with Agile and Scrum methodologies.

A solid understanding of NLP, NLU, ML, and Conversational AI, with a passion for leveraging these technologies to improve customer experiences.

Familiarity with Genesys cloud, demonstrating a keen interest in cloud-based contact center solutions.

The ability to work collaboratively in a dynamic, team-oriented environment, with a willingness to share knowledge and support peers in achieving collective goals.

This role is based in Salt Lake City, Utah or Austin, Texas, with the opportunity to engage with global teams across different time zones, offering a chance to build a diverse professional

network and gain valuable international experience.

Please see the for information regarding how eBay handles your personal data collected when you use the eBay Careers website or apply for a job with eBay.

eBay is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, and disability, or other legally protected status. If you have a need that requires accommodation, please contact us at . We will make every effort to respond to your request for accommodation as soon as possible. View our to learn more about eBay's commitment to ensuring digital accessibility for people with disabilities.

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