**Jayakumar Jayaraman**

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**SUMMARY: Competent and dynamic technical delivery professional,** having distinguished and insightful

exposure over 14+ years in Genesys Contact Center solution. Performed as technical lead, Technical Individual contributor for many projects in reputed organizations. Worked on application Design, Development and Enhancement, using Java, Web technology with GENESYS contact center solutions.

**Key Highlights**

* Expertise in Genesys PureCloud Collaborative, Communicative and Contact Center services
* Hands on experience in PureCloud ARCHITECT tool for Callflow Development
* Hands on experience in PureCloud Queues, Call Routing, Integrations, Scheduling, Skills configuration
* Worked on many Genesys Development, Enhancement, Implementation & Maintenance project
* Hands on experience in IVR development using Composer with Java, JSP, VXML, GRAT and GRE
* Hands on experience in Genesys Routing development (workflow) using SCXML, ORS
* Hand on experience in Genesys Outbound solutions (OCS, OCM) and Development
* Good knowledge in Genesys e-Services (Email, chat, SMS), GVP applications such as SIP, RM, MCP
* Hands on experience in Genesys tools such as GA, GAX, Composer, CCPulse+, WWE, IWD, CME, WWE

**CERTIFICATIONS:**

**AWS Certified** cloud Solutions Architect-Associate from Amazon **Genesys PureCloud Solution** Professionally trained by Genesys **Java/J2EE** Diploma from NIIT

PRINCE2 Practitioner in Project Management from EXIN ITIL Certificate in IT Service Management from EXIN

**EMPLOYMENT HISTORY:**

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| **Company** | **Designation** | **From** | **To** |
| Intone Networks | Software Engineer | May 2021 | Till |
| Cognizant | Technology Architect | June 2012 | May 2021 |
| Tech Mahindra | Sr. Technical Associate | May 2011 | June 2012 |
| Tata Consultancy Services (TCS) | IT Analyst | Mar 2010 | May 2011 |
| Pointel Solutions | Sr. Software Engineer | Nov 2005 | Mar 2010 |

**QUALIFICATION:**

* **Master of Business Application** from University of Madras
* **Bachelor of Technology (Information Technology)** from University of Madras

**PROJECT EXPERIENCE:**

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| **Client** | **Optum (United HealthCare) Intone Networks** |
| **Project** | **Genesys PureCloud Migration** |
| Role | Developer & Enhancement |
| Duration | May 2023- till date |

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| Technology / Tools | Genesys PureCloud Admin Services, ARCHITECT tool, Agile, Java, JavaScript, YAML |
| Solution | Genesys PureCloud Solution |

# PROJECT DESCRIPTION:

This is Genesys cloud based IVR project. Using Genesys Cloud Architect tool, micro services converting existing Genesys On-premises routing solution into Genesys PureCloud solutions. In this project developing new callflow into PureCloud solution using Architect application. This project has following module

1. Create all Contact center resources like Queue, Person, Skill, Call Route, Schedule in Genesys PureCloud environment
2. Develop Callflow for the TFN routing using ARCHITECT tool

# ROLES AND RESPONSIBILITIES:

* Requirement gathering from business team, design, develop, unit test and publish the changes in PureCloud solutions
* Creating **Queues** and Configuring Routing, Routing methods like Standard routing, Bullseye routing, Preferred agent routing, Conditional group routing
* Configure members & groups to the Queue
* Create **Scheduling** and configure HOOP (Hours of Operation), Open, Closed, Holiday in Time zone
* Create **Call Routing** and configure routing with details like Inbound Number, Callflow for routing, HOOP
* Configure Wrap-up codes, SLA, and SLT (Service level & SL target) for the Queues
* Creating & configuring Routing Skill and language **Skills**
* Configure **Utilization** for Voice, Chat, Email, Message, Callback channels
* Configure Groups, Work Teams, Profile Fields
* Create & configure People profile
* Development of **Callflow** using **ARCHITECT** tool
* Create & Development of Inbound Callflow, In-Queue callflow
* Develop Reusable Tasks like survey and other common modules
* Develop Reusable Menus like Emergency, Holiday and Closed menu
* Create and Configure resources like Data and Prompts
* Prepare the sample POC in Cloud Environment.
* Create & Development **Script** pages like Blank Script, Default Inbound Script, Default Outbound Script, Default Callback Script

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| **Client** | **Optum (United HealthCare) Intone Networks** |
| **Project Title** | **Genesys Routing, IVR Development** |
| Role | Developer & Enhancement |
| Duration | Mar 2022 – Apr 2023 |
| Technology / Tools | GRAT, Composer, GRE, GAX, GA, WWESplunk, GitHub, Jenkins, REST services, Agile (Rally) SCXML, Java, JSP, ECMA Script |
| Solution | Genesys Pure Engage, on-premises, GVP |

# PROJECT DESCRIPTION:

IVR Routing enhancement project for healthcare system. Perform enhancement in the existing SCXML, GRAT rules based on business requirement. Develop, unit test, and implement the changes in production environment. This project has following module

1. Modify customer facing IVR application’s routing modules using GRAT, GA, GAX, Composer tools
2. Configure new skill-based, Ideal agent routing & complete setup
3. WWE agent desktop customization (Corporate favorites, Not-ready reason codes, Caller-ID)

# ROLES AND RESPONSIBILITIES:

* Creating new Rules packages for HOOP, Inbound, Outbound and Survey module for TFN routing
* Creating Calendar and configure Holidays, hours of Operation using GRAT, GRE
* Configure Call-type and add VAG, VQ targets for the same
* Configure OPM parameters using GAX
* Create new Skill, agent group, virtual agent group (VAG), virtual Queue (VQ), Target level transaction list objects for new Skill routing.
* Corporate favorites, Not-ready reason code, and Called ID configure for WWE agent desktop
* Deploying the rules changes using Jenkins CICD jobs
* Verifying GRAT changes through SOAP WSDL, JSON request & response
* Agile development process using Rally application
* Uploading new audio prompts and configuration using GAX
* Debugging production callflow issues using Visio and Splunk log data, to identify Root Cause
* Troubleshooting prod IVR callflow using Genesys UUID, and session ID

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| **Client** | **Morgan Stanley Intone Networks** |
| **Project Title** | **Genesys Cloud Migration** |
| Role | Developer & Tech Lead |
| Duration | May 2021 – Mar 2022 |
| Technology / Tools | Genesys PureCloud Admin services, Micro service, Amazon Lex,Google Dialog flow, Agile, Java, JavaScript, YAML |
| Solution | Genesys PureCloud |

# PROJECT DESCRIPTION:

This is Genesys cloud based IVR project. Using Genesys Cloud Architect tool, micro services converting existing Cisco based Call flow into Genesys cloud Architect callflow

# ROLES AND RESPONSIBILITIES:

* Analysis the cloud migration requirements
* Prepare sample POC in Genesys Cloud Architect flow with English language.
* Integrate with Amazon Lex, Polly (Text to Speech) services
* Work around Genesys cloud Data tables, Data actions for configure way of handling Main menu, Hours of operation, Holiday Check and Attach data.
* Create and configure AWS Lambda Data actions
* Doing POC to Integrate PureCloud with Google Dialog flow
* Building custom and Third-party integration with Salesforce agent desktop

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| **Client** | **PacifiCorp, Inc Cognizant** |
| **Project Title** | **IVR, Routing Development and Enhancement** |
| Role | Developer |
| Duration | Sep 2016 – May 2021 |
| Technology / Tools | Eclipse, GA, GAX, Soap UI, JSON Rest services Tomcat, Nuance DM, Test phone, Agile (Jira)SCXML, VXML, ECMA Script, COMPOSER, Java, JSP |

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| **Solution** | Genesys PureCloud, Genesys Engage, On-premises |

# PROJECT DESCRIPTION:

This is IVR, Routing (Callflow, workflow) enhancement project for financial and investment. Perform enhancement in the existing SCXML, VXML based on business requirement. Develop, unit test, deployment in test region and implement the same in production. This project has following module

1. Modify existing customer facing IVR application’s workflow, callflow modules using Genesys composer, GAX and Genesys administrator.
2. Configure new skill-based routing

# ROLES AND RESPONSIBILITIES:

* Modify existing callflow, workflow code using Genesys composer
* Creating RoutePoint and configure ORS script for routing
* Configure Enhance routing script with SCXML URI, OPM parameters for the routing process
* Configure OPM parameters in GAX
* Configuring holidays, HOOP, standard, PreQ, Emergency announcement for TFN routing.
* Create new Skill, agent group, virtual agent group (VAG), virtual Queue (VQ), transaction list for Skill routing
* Configuring Prompt, Hoop, other input parameters in DNIS, Calltype list objects in GA
* Prompt and properties configuration using GAX audio parameters group
* Deploy updated callflow, workflow files in GVP tomcat server in test region
* Perform unit testing post the deployment of changes
* Work with platform, Jenkins team during IVR changes in prod implementation
* Analysis composer workflow, callflow files for troubleshooting issues in the existing logic.
* Troubleshoot ORS, URS logs during any workflow execution error.
* Troubleshooting prod IVR callflow using Genesys UUID, GVP conn ID, and session ID during major issues
* Debugging production callflow issues using Visio and MCP, ORS, Composer log files

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| **Client** | **PacifiCorp, Inc Cognizant** |
| **Project Title** | **Salesforce Cloud integration** |
| Role | Developer & Tech Lead |
| Duration | Sep 2016 – May 2021 |
| Technology / Tools | Salesforce LWC framework, Eclipse, Postman, SOAP & REST,Salesforce Bulk API, Java, Maven, HTML, JavaScript, CSS |
| Cloud Platform | Salesforce cloud / SalesForce.com (SFDC) |

# PROJECT DESCRIPTION:

Salesforce data integration: - integrating business product details in Salesforce cloud platform, which helps in increasing business opportunities and performance. This project has following module

1. Uploading business contacts, customer and accounts details in SFDC
2. Creating new packages and deploying in SFDC
3. Customization in Sales section of SFDC using LWC (light weight component) framework

# ROLES AND RESPONSIBILITIES:

* Uploading huge number of contacts in Salesforce cloud platform using BulkAPI
* Integrating contacts with Accounts object and customer with accounts details
* Uploading large amount for Customer & Accounts using Bulk API
* Perform customization in Customer pages in Sales part in SDFC
* Creating Java, Maven application, to interact with Bulk API using SOAP service
* Creating Postman projects to interact with Bulk API using REST service

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| **Client** | **PacifiCorp, Inc Cognizant** |
| **Project Title** | **CSS –Application Enhancement and Maintenance** |
| Role | Team Lead & Developer |
| Duration | Sep 2016 – May 2021 |
| Technology / Tools | Java, JSP, HTML, CSS, JavaScript, JSON, Web servers: jetty, JBossJenkins with Maven, APM Wily, GTX, Eclipse |
| Operating System | Unix, Solaris, Windows 7, Windows 10 |
| Solution | Genesys Pure Engage, On-premises, Avaya, Cisco PBX, |

# PROJECT DESCRIPTION:

Customer facing application’s Enhancement & Maintenance oriented project. Performing analysis and enhancement in the existing CSS-Open system applications, such as GTX (Agent Desktop integrated with Genesys), Website, AOC (AMI-smart meter Operation center). This project has following modules.

1. Enhancement in CSS-Open system applications
2. Maintenance of critical customer-facing applications
3. Co-ordinate and work with vendors (ACI Speedpay, Conduent, Intrado, Kubra) during major application issues.

# ROLES AND RESPONSIBILITIES:

* Performing enhancement, bug fixes in GTX, website application
* Create, configure and execution of Jenkins job for the project
* Install & update new Jenkins plugin as per project requirement
* Performing Genesys Routing & IVR validation
* Working with business on P1/P2 (Priority 1or 2) issues
* Working with external vendors, during any major application issues
* Performing health check on GTX, Website, mobile apps, AOC, EAP, EUW, SNE applications

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| **Client** | **Colt Inc Tech Mahindra (May 2011-May 2012)** |
| **Project Title** | **IVR Development** |
| Technology / Tools | GRAT (Genesys Rules Authoring), GRE, GAX, GA Composer, VXML, JavaScript, Java, JSPSplunk, GitHub, Soap & Rest services, Agile (Rally) |
| Solution | Genesys Pure Engage, On-premises, GVP |

# PROJECT DESCRIPTION:

IVR Call flow enhancement: - Requirement gathering from business, design, develop, unit test, and implement IVR callflow changes in production environment.

# ROLES AND RESPONSIBILITIES:

* Perform enhancement in the existing callflow, based on business requirement
* Create, configure, modify & deploying new rules using GRAT
* Configure OPM parameters, upload new audio prompt using GAX
* KVP in & output parameters config changes for TFNs.
* Verifying GRAT changes through SOAP WSDL request & response
* Grammar file modification, uploading in GitHub and verification through test calls
* Adding Rapid IVR message in PostGreeting, PostAuthendication, PreTransfer process
* Deploying the specific calllflow module updates using Jenkins job
* Troubleshooting the IVR logic using CallUUID, TFN, ANI and GVP session ID during major issues.

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| **Client** | **British Telecom (BT) UK TCS (Mar 2010-May 2011)** |
| **Project Title** | **Genesys Outbound Implementation** |
| Technology / Tools | OCS, OCM, CME, GAD, GAS, CCPulse+Java, HTML, CSS, Oracle |
| Solutions / Platform | Genesys Outbound Solutions, Avaya PBX, Unix, Windows |

# PROJECT DESCRIPTION:

Outbound solution Implementation in H3G’s contact center UK. This project involves in replacing TDM based Aspect Outbound with Genesys outbound solution. It has following modules.

* 1. Genesys Outbound Implementation
	2. GAD Customization and Agent Scripting
	3. Outbound Real-time & Historical reporting

# ROLES AND RESPONSIBILITIES:

* Creating a Campaign, Campaign group, and Calling list object
* Deployment and configuration of Genesys outbound solution components such as OCS Server, OCS DB server, OCS DAP, and OCM application in Unix platform
* Generating outbound real-time reports for campaign, calling list objects with Threshold limit and Time Range value using CCPulse++
* Perform outbound related GAD customization using Java, HTML, CSS technology with Genesys API.
* Requirement gathering from business, design, develop, unit test, and implement GAD customization related to outbound.
* Deployment of Agent scripting (GAS) application in the environment
* Integration of GAS with agent desktop application

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| **Client** | **Pointel Inc Pointel Solutions** |
| **Project Title** | **Dashboard, UCID application, Stat Collector** |
| Technology / Tools | Genesys Framework and SDK (Config SDK, Voice SDK)Java, JSP, Servlet, HTML, CSS, JavaScript, AJAX, jQuery, Oracle, SQL |
| Solution | Avaya PBX, Genesys Solutions, Unix, Windows |

# PROJECT DESCRIPTION:

Dashboard is a web-based application, which is used to fetch statistics from the Stat server in Genesys environment. It will fetch route points, virtual queue, agent, agent group statistics and display in the user screen. These statistics will be refreshed every 5 min/ depends upon the configuration parameter. It has facility to send emails when queues or route points met the threshold limit. It also notifies user by changing display color of objects according to the threshold limit.

# ROLES AND RESPONSIBILITIES:

* Creating the Routing Point, Virtual Queue, Agent Groups, Agent objects in CME.
* Creating new report in CCPulse++ for Routing Point, Virtual Queue, Agent Groups, Agent object
* Creating to routing strategy for attaching call data.

**Pointel Solutions India Pvt. Ltd Nov 2005 - Mar 2010**

**Senior Software Engineer**