PRAVEEN REDDY
Preddy73@yahoo.com / Bpreddy2023@Gmail.com
972-655-4052

Professional Summary

- Over a decade of work experience in design and development within the **IVR&CTI** Applications sector of contact center platform technologies.
- Skilled in the development and implementation of **Genesys** Framework-based Contact Center Applications.
- Proficiency in facilitating **Genesys Cloud** enablement for Contact Center Solutions, focusing on migration from On-prem to Cloud solutions.
- Skilled in the design, development, implementation and support robust and reliable solutions that enhance customer experience, utilizing **Genesys** Engage on-Premises and Cloud environments.
- In-depth experience with **Genesys Pure-Cloud** and Genesys Engage, specifically in implementation, configuration, deployments to production and support.
- Deep expertise in formulating Routing Strategies in **Genesys** Product Suite (**IRD/CME/GA/GAX**) for Voice/Call Routing/E-Services implementation supporting multi channels.
- Robust knowledge of Contact Center technologies, infrastructure architecture and industry best practices.
- Experienced in embracing agile methodologies, collaborating with product owners to understand business requirements, crafting requirements and developing solutions that deliver the desired customer experience.
- Proven ability- to troubleshoot, identify root causes for outages and address challenges related to various aspects like Call Flows, Call Routing and other **Genesys/Avaya** contact center support applications.
- Proficient in the configuration of detailed integration points at **Genesys/Avaya** Platforms ensuring a seamless solution for Contact Center products.

Technical/Software Exposure

Operating Systems	UNIX, Windows 7/NT, Linux
Databases	Oracle 11g, SQL Server 2008,
Genesys, CTI	Genesys Framework 7.x/8.x, Genesys CME/IRD 7.6/8.x, CCPulse v8.x, Genesys SCI, Composer, Genesys Administrator, GAX, GVP, SIP Server, Genesys Infomart, Genesys IWS 8.5 ,Genesys e Services, WFM, Putty, WinSCP, VHT, Avaya Site Admin (ASA)
Genesys Cloud CX	Admin, Architect, ACD, IVR, QM, Scripting etc.
VOIP	SIP signaling, RTP streaming, and voice compression.
Tools & Utilities	Toad, SQL Developer ,Microsoft SQL Server Mgmt.

ADP Inc, Alpharetta -GA   **Jan 2019 – Present**

Role**: Design Engineer IV (CAET-Contact Center Engineering – Genesys)**

Environment: Genesys Cloud CX, Genesys Framework v8.x, Genesys Reporting Suite /Web Pulse, GI2, IRD/CME, URS, GA/GAX, GVP, WFM, Genesys Infomart, Avaya ASM, VHT, ARIA

ADP is migrating its contact center platform from an on-premises solution to a cloud-based platform provided by **Genesys**. Genesys Cloud platform that modernizes/migrates ADP service technology tools and provides ADP with a comprehensive Service Technology stack.
All Business Units will migrate to this platform from multiple tools to a single cloud platform in **Genesys** Cloud will enable operational efficiencies and greater focus on innovation.

- Review business, functional and technical requirements from internal stakeholders for Genesys Cloud Contact Center transition program
- Design and Call flow development experience in the **Genesys Cloud** Architect tool for Initial Flows such as Inbound Call/Inbound Email/Inbound Chat/Outbound Call along with Supporting flows In-Queue Call/Common Modules etc.
- Expertise with **Genesys Cloud** Routing Configuration Options available within the Cloud platform Evaluation and Routing Methods with Creating Queues, ACD Skills to determine how interactions segmented for routing.
- Support CTI Bridge solution with Transfer calls and Identified caller data between Genesys Cloud and Premise based system.
- Configuration and setting up the ORG/Tenants for **Genesys** Cloud solutions, Managing the People & Permissions, Telephony, Integrations to the Users.
- Development of **Genesy**s Engage On-Premises Contact Center Routing Solutions, maintain Routing strategies in line with an enterprise code standard focusing on Business process using **Genesys Framework v 8.x** on Voice/Multimedia/eservices Platform routing with detailed integrations across **Genesys** and Other Client platforms (Web API/CRM/**Avaya**)
- Knowledge transfer/training of **Genesys** Cloud Services for Omnichannel staff /Users.
- Ability to work with contact center end users and supervisors, technicians, technical and non-technical management teams.
- Configuring, managing and troubleshooting **Genesys** Cloud and On-Premises solutions.
- Ability to work with contact center end users and supervisors, technicians, technical and non-technical management teams.

American Airlines, TX   **Oct 2016 – Dec 2018**
Role: Genesys Developer / Engineer

- Ownership of full **Genesys** development cycle in support of small enhancements and large project initiatives for diverse lines of business.
- Design, develop, document and implement standards, integrated call handling process.
- Development of routing strategies, IVR call flows using **Genesys IRD** and **CME**.

- Develop concise and clear technical specifications based on analysis of complex business requirements.
- Provide production support of **Genesys** platform and other software applications.
- Integrate **SIP** methodologies into strategy development.
- Design and development in a **SIP** environment for VoIP Integration.
- Large/Multi-center contact center load balancing.
- Integration with Nuance for ASR and TTS.
- Integration with **SONUS** SBC and NICE VoIP call recordings.
- GVP Implementation and Integration for VXML and **SIP** call flows.
- Developing enterprise client server applications, SQL queries, custom stored procedures including database design and development with Oracle or SQL Server environments.
- Utilization of Tools like Test Phone, Kazimir, Base Grep Pro and Log Visualizer
- Configuration and Administration of Interaction Workspace **(IW)** and **Genesys** Supervisor Desktop **(GSD)**
- Experience with Op.Net, Oracle Communications Operations Monitor Tools

Environment: Genesys 8.x, Genesys Configuration manager, Interaction routing designer, Genesys Administrator, Solution control interface, Knowledge manager, Genesys Multimedia/E Services, VHT,1 View, Log Visualizer, Op Net, Win SCP, Kazimir, Base Grep Pro, Putty, UNIX.

Wells Fargo, CO   **May 2015 – Oct 2016**
Genesys Developer

- Translation of business requirements into a Technical Specification Design document
- Interaction Routing Designer **(IRD)** tool used to create and maintain routing strategies in-line with an enterprise code standard.
- Create/Modify Strategies Testing and deploying them based on the business requirements Using **IRD.**
- Utilization of Configuration Management Environment (**CME**) transaction list objects to configure options in support of the routing strategies.
- Work with business analysts and Line of business (LOB) and technical organization.
- Perform full unit testing in development lab environment and support QA team in setup and configuration of lab components.
- Conduct peer code reviews and formal hand-off of code to QA.
- Create formal documentation (standard Production Installation Document) depicting steps involved to implement code and supporting configuration into production, description of all changes, and testing considerations.
- Support of Systems Integration Testing and User Acceptance Testing
- Provide Tier 3 support of the production environment to troubleshoot and resolve routing issues.

Visa Inc. CO   **Jan 2013 – Apr 2015**
Genesys Support   Consultant

- Analyze and document business rules for call routing and develop logical diagrams of the existing **CTI** routing scripts.
- Involved in writing routing strategies and setting up **Genesys** URS. The routing (intelligent routing) is based on the skill-based routing defined for each of the group. Also involved in designing framework for routing the calls using different objects such as agent, queues, places, Route points, ERP's, group agents/places.
- Validating and coding all the treatments in queue, Overflow routing, Emergency routing.
- Supports our Client Visa - Call Center Applications during US Business Hours taking care of All Production related issues associated with Genesys Technology.
- Constantly monitors the **Genesys** Platform and environment for Alerts, monitors Incidents to make sure SLAs defined are met month after month.
- Worked with **T-Server** and **URS** logs in troubleshooting the Strategies.
- Created, validated multiple views in **CC Pulse** like Call Type Performance, CSR staffed, CSR Call Type views, Campaigns views, Emergency login views.
- Helping Call Center Supervisors / Managers on various Call Routing issues.
- Extensive experience on **SIP** server and Genesys Routing integration.

Environment: Genesys CME 8.1, IRD 8.1, GVP 7.6, Genesys IWS 8.5, Infomart 8.1, Genesys IWD, Email Server, Interaction Server, CC Pulse v 8.0 , Oracle-Siebel 8.1.,CISCO IP,X-lite Softphone, VXML, Nuance, Java, Cyara v 4.2.1,HP ALM 11.0, Clear Quest

<u>Education:</u>

        Master of Business Administration (Mgmt. Information. Systems)