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| Ajay Singh  Email: singh.ajay0724@gmail.com  Phone: +521 442 578 3170. Whatsapp: +91 9818420947  DOB: 24-Jan-1988. Nationality: Indian.  Address: Queretaro, Mexico |
| Motivated and agile software developer seeks new position in dynamic and growth-oriented organization. With experience in handling and implementing all phases of SDLC, I believe in cultivating exceptional customer experience by providing high quality software deliverables. |

# Summary

# 6+ years of experience in developing and designing enterprise level IVR application and web applications using open source languages like Java, vxml, javascript etc. with strong knowledge in the IVR components.

# 5 years of experience in Genesys and Avaya based IVR development. Developed multiple IVRs using open source technologies.

# Experience in developing Natural Language Processing (NLP) based enterprise IVR.

# Experience in IVR environment (MCP, ASR, TTS and MRCP).

# Experience in developing and leading multiple sprints in fast paced, highly dynamic applications using AGILE methodology for various projects.

# Experienced in end to end delivery of critical projects (Requirement gathering, Technical design, application development, leading technical teams, QA and UAT support, Environment readiness, production deployment and post production support and reporting)

# Knowledge of IVR integration with Avaya IC.

# Experience in working in client facing positions to discuss different project requirements, providing status and improvement suggestions.

# Experience in analyzing and discussing IVR call flows with Business and functional teams.

# Experience in ITIL processes and supporting troubleshooting mission critical applications on the go.

# Working knowledge of Change management and Incident management.

# Experience in working with continuous integration and version control tools such as SVN, CVS, GIT, Gradle, ANT SonarQube etc.

# Education

# Bachelor of Technology in Electronics Engineering, IERT, Allahabad.

# All India Senior School Certificate Examination, KV New Cantt, Allahabad.

# All India Secondary School Examination, Army School New Cantt, Allahabad.

# Skills

# Languages/Frameworks: Java SE, J2EE, Vxml, Javascript, JSP, HTML, Bounce, Spring, SOAP webservices, sql.

# IDEs: Eclipse, IBM Rational Application developer.

# Tools: SQL developer, Putty, WINSCP, SOAP UI, Stash, SVN, CVS, ALM, Bugzilla, JIRA, SonarQube, Jmeter, Microsoft Office.

# Servers: WAS 6.1 application server, WAS 8.5 pure apps server, Apache Tomcat, Glassfish.

# Databases: Oracle.

**PROFESSIONAL Experience**

1. Tata Consultancy Services / Project: Walgreens Co. / NaturalLanguageIVR

(Retail IVR)

***Position: Technical Lead/Lead Developer***

Jan’ 18 – Till date

***Responsibilities:***

* Requirement gathering for agile sprints of Natural Language IVR applications based on Natural Language Processing and Genesys Platform.
* Validation and analysis of the VUI (Voice User Interface), grammars and prompts provided by Voxgen.
* Effort estimation and work division among team members for the sprint.
* Daily scrum meeting with business team on the progress of the sprint.
* Development and coordination with the offshore and nearshore development team on the project.
* Coordination with multi-disciplinary teams with administrative and technical skills.
* Application Development (Java and VXML) and tracking project progress. Taking corrective actions, performing code reviews and Unit testing.
* Environment set up for lower environment and complete QA and UAT support with prompt defect resolution.
* Responsible for complete application production environment set up and creating DAR sand standard ITIL process for code deployment in a clustered environment.
* Complete responsibility of production environment verification, application deployment and post deployment verification.

**Environment:**Java, J2EE, Spring, WebSphere Application Developer 8.5, VXML 2.0, WAS 8.5 pure apps servers.

1. Tata Consultancy Services / Project: Walgreens Co. / Alliance Mail Service IVR

(TFN IVR)

***Position: Technical Lead/Lead Developer***

June’ 17 – Jan’ 18

***Responsibilities:***

* Effort estimation to rewrite and migrate the existing IVR using open source technologies.
* Responsible for migrating the IVR from Tomcat Server/AVP to WAS 8.5/GVP platform.
* Implementing PCI compliance and tokenization for sensitive financial formation.
* Integration of IVR with Avaya IC component.
* Daily meetings with business and management teams on the progress of the project.
* Development and coordination with the offshore and nearshore development team on the project.
* Coordination with multi-disciplinary teams with administrative and technical skills.
* Application Development (Java and VXML) and tracking project progress. Taking corrective actions, performing code reviews and Unit testing.
* Environment set up for lower environment and complete QA and UAT support with prompt defect resolution.
* Responsible for complete application production environment set up and creating DAR sand standard ITIL process for code deployment in a clustered environment.
* Complete responsibility of production environment verification, application deployment and post deployment verification. Providing support for PCI compliance audit.

**Environment:**Java, J2EE, Spring, WebSphere Application Developer 8.5, VXML 2.0, WAS 8.5 pure apps servers.

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