

ANNU DEEPENDRA SINGH
BE (INFORMATION TECHNOLOGY) & PGDM – IT
PROJECT MANAGEMENT
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PRESENT ADDRESS:
B-502, THE LANDMARK, SEC-12,
PLOT NO – 2A, KAMOTHE, NAVI
MUMBAI - 410209

PROFILE SUMMARY

Technical Consultant (Applications) / IVR Developer capable of broad range of application installations and following complete SDLC, network, operating system, application and system upgrades. Having 7.5 years of experience with highly skilled as IVR Developer. Have extensive experience in designing, developing, and implementing IVR solutions and integrating them with Contact Center systems, also working closely with project managers, business analysts, and development teams to ensure successful delivery of IVR solution transformation into new technology stack that meets business requirements. Strong track record of delivering excellent customer service, working with the resources the client has available and developing comprehensive documentation for all IVR solutions that meet a client's needs both functionally and financially.

IT SKILLS PROFICIENCY

- ❖ MS-Office
- ❖ **BI Tool:** Tableau Report (BI), Power BI.
- ❖ **Platforms\Operating System:** Window 2008 (Server, Professional) 7, 8, 10, Linux.
- ❖ **Programming Languages:** C++, Core Java, Dot Net C#.
- ❖ **Database:** SQL server 2005,2008,2012, MySQL, Oracle, MS-SQL,
- ❖ **Web Technologies:** HTML, CSS and ASP .Net, REST, API and SOAP.
- ❖ **Web Server:** Apache Tomcat 6,7,8,9 version. IIS.
- ❖ **IDE Tool:** Eclipse and Net Beans 6, 7, Visual Studio 2010.
- ❖ **Monitoring Tool** - App dynamics, Splunk, Wireshark.
- ❖ **Certification courses:** - Microsoft Technology Associate (MTA) Web – Development using C# (Dot Net Certification Course)
 - Java Certification Course

WORK EXPERIENCE

- ❖ **Company Name:** Wipro Limited
- ❖ **Duration:** 1 year (Nov 2022 – Nov 2023)
- ❖ **Designation:** Lead Administrator Engineer
- ❖ **Project** - HSBC Bank
- ❖ **Technical Experience:**
 - Application Monitoring, Service now, AppDynamics reporting, Git, Jira, Genesys, Testing, Agile Methodologies, change management, SQL, Oracle, IVR, web services.
 - Delivering the role of Lead administrator leading with handling multiple domains such as Voice, Network communication.
 - Handling Major incident and tracking till the closure with proper RCA in place.
 - Handling Change Management for respective domains.
 - Managing queries & Handling Migration of project.

- Lead a team of administrators responsible for the day-to-day operations and maintenance of IT systems.
- Provide technical guidance, mentorship & support to team members.
- Collaborate with other departments to align IT initiatives with organizational goals.
- Oversee deployment, configuration, and maintenance of servers, storage & networking equipment.
- Ensure security best practices are implemented and maintained across the IT infrastructure.
- Design, implement, and maintain scalable and resilient network architectures.
- Optimize network performance and troubleshoot connectivity issues.
- Collaborate with security teams to implement and maintain firewall and network security policies.
- Conduct performance analysis and capacity planning to optimize system resources.
- Implement automation tools and scripts to streamline repetitive tasks.
- Identify opportunities for system enhancements and efficiencies.
- Implement and manage monitoring solutions to ensure the availability and performance of systems.
- Respond to and resolve incidents promptly, ensuring minimal downtime.
- Establish and enforce best practices for logging and monitoring.
- Develop and maintain backup and disaster recovery plans.
- Conduct regular tests of backup and recovery procedures to ensure data integrity.
- Collaborate with other teams to establish business continuity measures.
- Create and maintain comprehensive documentation for system configurations, processes, and procedures.
- Train team members on best practices and standard operating procedures.
- Work closely with vendors to evaluate, select, and implement new technologies.
- Weekly & Monthly review with internal & external stakeholders.
- Daily reviews with Checklist & health status of respective domains.
- Have implemented Service Improvement plans for better Excellency of deliverance.
- Enrollment in all Project initiation, planning and execution till closure.
- Managing the Risk management for all domains.
- Handling the Audit compliance & Patch Management.
- Also took interview for IVR Specialist Consultant role of 9-10 Candidates in Wipro.

❖ **Company Name:** Newt Global India Pvt Ltd

❖ **Duration:** 1 year 5 Months (Jun 2021 – Sep 2022)

❖ **Designation:** Technical Consultant – (Applications) / IVR Developer

❖ **Technical Experience:**

- Proficient knowledge in AAOD, AAEP, AES, VXML, IVR, CTI, Java, WinSCP, Putty, Tomcat, ASP .NET using C#, Web Services & SQL, Oracle, GIT, JIRA, Maven build tool.
- Knowledge of Avaya Products like Communication Manager, AES, Orchestration Designer for IVR designing. Avaya Voice Portal.
- Prepared Proof of concepts & Functional Specification documentation, SOW along with Project Reports, Installation & User Guide documentation and Other Technical Notes.
- Deep Understanding of Agile Methodologies and knowledge on other Methodologies.
- Also Assisted Junior Team members and provided Knowledge transfer to team.
- Experienced 7 + years in Contact Center Technologies for Inbound, Outbound, Chat application development on Avaya Platform.

- Furthermore, hands on skills

• Speech & DTMF applications

- Avaya Aura Orchestration Designer (AAOD),
- Avaya Aura Experience Portal (AAEP),
- RDM & RAM Modules
- AAEP Reports,
- Inbound and Outbound calls,
- Core Java,
- Soap/ Rest based web services,
- SQL, Oracle.
- Tomcat, WebSphere
- CCXML application
- GIT
- Maven
- JIRA

- I'm having hands on experience in the following business sectors as an IVR Developer in Avaya Platform.

1. Telecommunication Company (Service Provider)
2. BFSI Domain
3. Retail Business Sectors

❖ **Company Name:** Black Box Limited (Formerly AGC Networks Ltd)

❖ **Duration:** 4.8 years (Jan 2016 – Aug 2020)

❖ **Designation:** Technical Consultant – (Applications) / IVR Developer.

❖ **Technical Experience:**

- Prepared Proof of concepts & Functional Specification documentation, SOW along with Project Reports & documentation and Other Technical Notes.
- Database Schema design & implementation along with custom business reporting (Tableau). Gained knowledge in RDBMS like SQL, My SQL and Oracle.
- Also Assisted Junior Team members and provided Knowledge transfer to team.
- Learned the contact center applications development, implementation and testing of contact center solutions/products also having knowledge of IVR Call flow.
- Integrate Applications with networks. Resolving Configuration issue, technical changes in customized reports as per the demand and providing best solutions for performance and optimization of the system.
- Providing post Go-Live support to the client, handling configuration and transactional issues and resolved with optimum solutions. Supporting database post project implementation.
- Interaction with client for improvisation of the system and gathering further requirements, enhancement to be incorporated in the system.
- Hands on experience in ASP .Net using C#.NET, VB .NET, middle-ware Web services API.

- Knowledge of Avaya Products like Communication Manager, AES, Orchestration Designer for IVR designing. Avaya Voice Portal, Context Store Plugin, Avaya Breeze.
- Developed IVR for TCS (APDRP-NE), Deployment of the Reports and Integration of applications done on Clients sites – DCB, Philips Capital, DOTW, MMT, EBL, CSS, CTS, IDBI, TCS, CCC, NSE, Blue Dart, AEGON, Ezeego, Europ Assistance, Infosys McCamish, UCBL, IBM, Bangla link.
- Involved in Project implementation & project life cycles (SDLC) such as development, Unit Testing, System integration testing & User Acceptance testing.
- Deploying, troubleshooting, documenting, discussing solutions as per the customer's requirement for Interactive Voice Response (IVR) in Avaya, Cisco, Computer Telephony Integration (CTI) applications in .Net and varied reporting tools.
- Possesses comprehensive, conceptual knowledge in Networking, Solution Designing and development for Voice networking applications in UC and CC domain.

PROJECTS & RESPONSIBILITIES

Project Name: Cellcom Israel IVR project – Migration of Nortel application to Avaya IVR.

Role: IVR Developer

Environment: Oracle 11, Windows server, AAOD 8.0 & 8.1.0, AAEP 8.0 & 8.1.1, AES, Maven build tool, Core Java, Java 8, GIT, JIRA Bug Tracking Tool.

Responsibilities:

- ❖ Worked in Cellcom (Israel) based project wherein it's a migration of MPP Nortel application to IVR application.
- ❖ Designed 11 applications for Cellcom IVR project.
- ❖ Customer training
- ❖ End to End Development of 6 application in Phase 1 and 5 applications in Phase 2.
- ❖ Supporting day to day issues.
- ❖ Understanding the requirements.
- ❖ Requirement gathering.
- ❖ Call Flow Preparation, Document Preparation & Analysis.
- ❖ Application Development
- ❖ Providing support for Application Testing
- ❖ Providing support for Production & Postproduction activity.

Project Name: DCB (Onsite) – One-sys and IVR Report designs (Mumbai)

Role: IVR Developer

Environment: SQL Server 12, Windows server, One-sys application, IVR. IVR Reports, One-sys Reports (C#, Win forms, .Net 3.5, Visual Studio 2010, ADO. Net).

Responsibilities:

- ❖ Understanding the requirements.
- ❖ Part of Failover Architect design.
- ❖ One-sys and IVR Report design.
- ❖ Involved testing of the application.
- ❖ Customer Training.
- ❖ Supporting on day-to-day issues.
- ❖ Customization in DB schema and Creating Stored Procedures according to reports requirements.
- ❖ Developed the reports in C# .Net.

Key Achievements:

- ❖ I have achieved the work experience of writing the Database scripts, stored procedure, Triggers, and indexing.
- ❖ Also understood how to design the reports and applications using .Net.

Project Name: DOTW – Destination of the world (Onsite) – IPOCC – SFDC Integration (Mumbai)

Role: Technical Consultant (Applications)

Environment: SQL Server 12, Windows server, Salesforce edition Enterprise, IPOCC 9.1.6 onwards. Only for voice. Not for email, chat etc.

Responsibilities:

- ❖ Agent's application installation and configuration.
- ❖ IP Office Contact Center integration with Salesforce through the Avaya IPOCC-SFDC integration connector.
- ❖ Involved testing of the application.
- ❖ Supporting on day-to-day issues.
- ❖ Cross checked the integration results of enhancements.
- ❖ Customer Training and Sign offs.

Key Achievements:

- ❖ I have achieved how to integrate contact center application.

Project Name: TCS – APDRP IVR and Creation of Dashboard Project (Assam)

Role: IVR Developer

Environment: Windows 7 Avaya Orchestration Designer, Web services C#, Web Forms, .Net 3.5, Visual studio 2010, ADO .Net, SQL Server 12, Apache Tomcat 7.

Responsibilities:

- ❖ Designing the IVR for Language Preference, Priority Routing for Specific Numbers, Skill Based on Call Transfer on IVR and Docket Restriction.
- ❖ Created a Dashboard using Dot Net.
Involved in SDLC and supporting the application related issues.

Key Achievements:

- ❖ I have understood the software development life cycle.
- ❖ I achieved the work experience in Visual studio and Windows form application.
- ❖ I have understood and implemented the application to database connectivity using ADO.Net.

Project Name: Migration of Database and Survey by fone application - Contact Centre Company, Rivadh.

Role: Technical Consultant / IVR Developer (Applications).

Environment: Avaya CTI, Avaya Orchestration Designer, Web services C#, Web Forms, Net3.5, Visual studio 2010, ADO .Net, SQL Server 12, Apache Tomcat 7.

Responsibilities:

- ❖ Designing of Complete Survey by fone Application where customer will give feedback related to company's product and SBF Report where the customer will get displayed.
- ❖ Reconfiguration of solution with new infrastructure.
- ❖ Migration includes Application Server migration, Database migration, AAEP.
- ❖ Configuration changes for applications.
- ❖ OD Script development.
- ❖ Conducted SIT, with minimum impact on production system.
- ❖ Responsibility includes Development for change request on IVR including UAT testing
- ❖ Involved in creation of the stored procedure in SQL.

Key Achievements:

- ❖ Understood the database script design, stored procedure and designing of reports and application using .Net.

Project Name: Infosys McCamish – Survey By fone Implementation.

Role: Technical Consultant / IVR Developer (Applications).

Environment: Avaya CTI, Avaya Orchestration Designer, SQL Server 12, Visual Studio 2010, Apache Tomcat 7, Web services, C#, Web Forms, Net 3.5, ADO .Net

Responsibilities:

- ❖ Caller calling the call center will be asked if he/she would like to participate in survey at the end of agent interaction.
- ❖ Customer will speak with agent and when agent disconnects the calls and same calls get transferred to SBF i.e., Survey by fone for customer feedback.
- ❖ Involved in creation of the stored procedure in SQL.

Key Achievements:

- ❖ Understood designing of report and application using .Net and troubleshooting issues.

INTERNSHIP

- ❖ **Company Name:** Reliance Jio Info Comm Pvt Ltd
- ❖ **Duration:** 4 Months (September 2015 – December 2015)
- ❖ **Project:** Jio Bond Program

❖ **Role:** To validate the core network services

BASIC ACADEMIC CREDENTIALS

Qualification	Board\University	College	Year	Percentage
PGDM – HB-IT Project Management	Mumbai University	Welinkar Institute of Management Development & Research	2023	60%
BE.IT (Information Technology Engineering)	Mumbai University	Pillai Institute of Information Technology	2014	69%
H.S.C	Maharashtra State Board	St. Joseph's Junior College	2009	68.50%
S.S.C	Maharashtra State Board	St. Joseph's High School	2007	79.69%

INTERPERSONAL SKILL

- Ability to work in team effectively, creatively & collaboratively.
- Very good in understanding functional requirements.
- Analyzing every angle of a project before working on it.
- Willingness to learn new technologies/product.
- Optimistic approach, Confident.
- Strong problem-solving and analytical skills

PERSONAL DETAILS

- ❖ **Father's Name** : - Shiv Prasad Verma
- ❖ **Permanent Address** : -B502, The Landmark, Sec-12, Plot No – 2A, Kamothe, Navi Mumbai - 410209
- ❖ **Date of Birth** : - 18th January 1991
- ❖ **Language Known** : - English, Hindi & Marathi
- ❖ **Marital Status** : - Married
- ❖ **Nationality/Religion** : - Indian
- ❖ **Interest & Hobbies** : - Badminton, Carrom, Traveling, Puzzle, Cooking and learning New Technologies.

DECLARATION

I do hereby declare that above all the information furnished is true to the best of my knowledge.

Place:

Annu Deependra Singh

Date:

(Signature)