

Robert Smith

Technology Architect

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SUMMARY

Organization Designation Years of Experience Infosys Technologies Technology Architect 5.6 yrs. TATA Consultancy Services Ltd IT Analyst 6.6 yrs. Technology Worked Below is list of important hardware, software products, tools methods that have worked with: Operating System Unix, Windows XP, Windows NT, Windows9x Languages Oracle-SQL, Oracle-PL/SQL, Shell Scripts RDBMS Oracle [] Tools SQLToad, SQLDeveloper, PL/SQL Developer, SQLPlus, MS-VSS, Informatica MDM 9.1, 9.7, IBM PIM.

SKILLS

C#, Ms Crm, Wcf, SilverLight, MS SQL.

WORK EXPERIENCE

Technology Architect

ABC Corporation - 2019 - 2020

- Documented existing contact center functionality, designed led implementation team convert legacy hunt groups into full featured contact center using Cisco UCCE including CVP IVR, ICM Queuing, and Calabrio AQM.
- Designed implemented customer data lookups from CRM to provide intelligent call routing.
- Designed centralized voice solution for corporate HQ and 50 branch sites leveraging MPLS network.
- Carrier reductions and consolidations saved the company over \$250k/year.
- Planned conversion of 50,000 mailboxes from 4 world-wide premise based Exchange stacks to Office 365 including licensing and cost savings analysis, domain federation (using ADFS), and mailbox migration.
- Designed and led implementation team to convert IM/Presence from Cisco WebEx Connect to Microsoft Lync for 3,000 users.
- Designed voice integration solution between Cisco Call Manager and Lync.

Technology Architect

Delta Corporation - 2011 - 2015

- Over 12 years of experience in the field of application software analysis, design and development including testing, implementation, Deployment, support and user training for proposed systems.
- Having hands-on experience in Customer MDM tools on multiple modules - Match and Merge, Hub Store, Trust framework, Standardization, cleansing, stage, load, publish process and Data modeling for various entities in Informatica MDM HUB.
- Very good in understanding the MDM requirements from the business in achieving the BVT (Best Version of Truth) Record and publish to the downstream applications.
- Worked on IDD deployments and configuration of Subject areas like customer, account etc.
- Expertise in Design, document data content, relationships, structure and flow, processes that manage, transform data, business rules that govern data and configure the Informatica MDM Hub to support loading, cleansing, matching, merging, and publication of MDM data Experience includes defining Data Architecture for Global Equipment Management Project (GEM) and Data Modelling.
- Extensively worked on database design and developed SQL, PL/SQL programs.
- Written many SQL and UNIX shell scripts to handle different database jobs and batch process requirements.

EDUCATION

Technology Architect - October 2013(power centre ETL - Fort Worth, TX)