

Sanjeev Todkar

Software Engineer

Dedicated and experienced developer with 3+ years of hands-on expertise in IVR development using Nuance Mix, Nice CXOne and AWS with Python. Seeking a challenging role that allows me to leverage my technical skills to drive innovative solutions and contribute to the success of dynamic software development projects.

+91 81491 33003

 LinkedIn | Sanjeev Todkar

 sanjeevtodkar3@gmail.com

Technical Skills

- **IVR Development:** Nuance MIX, NICE CXOne
- **Cloud Services:** AWS (Lambda, S3 Bucket, Event Bridge, ElastiCache, VPC, IAM, Subnets, Route Tables, API Gateway)
- **Programming Languages:** Python (Basics)
- **API Integration:** Nuance, AWS API Gateway
- **Data Management:** AWS S3 Storage, JSON

Corporate Recognition

- Stellar Team
- Shining Star
- Innovation Award

Soft Skills

- Problem-Solving
- Team Collaboration
- User-Centric Focus
- Proficient Communication
- Meticulous Design

Education

BE - Electrical Engineering

Sanjay Ghodawat Institutes

Jun. 2017 - Apr. 2020

Diploma - Electrical Engineering

Nanasaheb Mahadik Polytechnic

Jun. 2014 - Apr. 2017

Professional Experience

Software Engineer, Servion Global Solutions Pvt Ltd.

Feb. 2024 - Present

Project: Certification and Training

Duration: Feb 2024 - Present

Role: - Trained on ACD/IVR Implementation and obtained the certification from NICE

Technologies Used: NICE CXOne Studio, NICE Incontact, ACD

Project Description: -

- Implement and optimize Automated Call Distribution (ACD) and Interactive Voice Response (IVR) systems to streamline customer interactions and boost operational efficiency.
- Utilize NICE CXOne Studio, NICE Incontact, and ACD technologies for seamless integration and effective call routing.
- Configure and deploy ACD/IVR systems, customize call flows and IVR prompts, and conduct thorough testing to ensure reliability and functionality.
- Integration of NICE CXOne with Salesforce CRM, enabling real-time data synchronization and agent screen pop functionality.

Software Engineer, SLK Software Services.

Feb. 2021 - Feb 2024

Project: IVR Call Flow Development with Nuance MIX Tool

Duration: Aug 2021 - Feb 2024

Role: - Integral IVR developer, specializing in creating IVR call flows using the Nuance MIX tool with leveraging solutions with NICE CXOne CRM systems to enable seamless data synchronization and agent screen pop functionality.

- Key contributor to the development of a fully automated ticketing system.

Technologies Used: Nuance Mix Tool, NLU and NLP, API Integration, CxOne

Project Description: -

- Collaborated on an IVR call flow system with Nuance MIX.
- Engineered an efficient ticketing system to reduce manual intervention.
- Initiated user interactions with authentication and issue reporting.
- Automated assessments generated tickets via API integration.
- Enabled seamless transitions to live agents using CxOne enabling screen Popup functionality.
- Aimed to improve efficiency and user experiences by reducing manual tasks.
- Utilized Nuance MIX's intuitive interface, NLP, and DTMF input.

Project: CTI Data Architecture Development for IVR

Duration: May 2023 - Feb 2024

Role: - Solely responsible for designing and implementing the architecture to store and retrieve CTI (Computer Telephony Integration) data generated during IVR (Interactive Voice Response) calls.

Technologies Used: Python, AWS Services, Nuance Integration

Project Description: -

- Developed a secure CTI data storage system on AWS.
- Utilized custom AWS Lambda-based API for processing JSON CTI data.
- Ensured data security via tokenization and encryption.
- Orchestrated data transfer with AWS Event Bridge for S3 storage.
- Created essential methods: POST, GET, and PUT.
- Proficient in Python and AWS services for IVR call data management.