



# PRATIK MALI

## IVR & GENESYS CLOUD BOT DEVELOPER

### CONTACT

+91 7066889505

malipratik999@gmail.com

Pune, Maharashtra, India

<https://www.linkedin.com/in/pratik-mali-06b172228/>

### CERTIFICATIONS

- NCIE - NICE Certified Implementation Engineer - CXone Mpower ACD/IVR
- AWS Certified Cloud Practitioner
- AWS Certified Solutions Architect - Associate
- Microsoft Certified: Azure Fundamentals
- Java OOPs (HackerRank)
- Angular (HackerRank)
- Data Structures and Algorithms with Java (Udemy)

### EDUCATION

2017 - 2021

SKN SINHGAD COLLEGE OF  
ENGINEERING, KORTI  
PANDHARPUR

- B.E. : Mechanical Engineering

### LANGUAGES

- Marathi (First Language)
- Hindi (Proficient)
- English (Intermediate)

### PROFILE

Results-driven IVR and Contact Center Specialist with over 3 years of experience specializing in Genesys Cloud CX and NICE CXone platforms. Adept at designing and implementing self-service IVR, Omni-Channel Orchestration Routing, and architecting advanced bot flows. Recognized for expertise in delivering conversational, speech-based interfaces, dynamic menus, secure payment handling, and seamless third-party integrations. Demonstrated ability to collaborate effectively within high-performing teams to optimize customer experience and operational efficiency.

### PROFESSIONAL EXPERIENCE

#### Capgemini Digital

OCT 2023 - MAY 2025

##### Genesys Cloud & IVR Specialist

- Designed advanced IVR flows in Genesys Architect for self-service, speech-based routing, and customer treatment strategies.
- Integrated Salesforce with Genesys Cloud to enhance data sync and personalize engagement.
- Developed and maintained omni-channel bot solutions (voice/non-voice) using Genesys Architect.
- Enabled API-driven integrations for dynamic caller identification and backend data dips.

#### Capgemini Digital

OCT 2024 - JULY 2025

##### NICE CXone & IVR Specialist (Chubb Life Indonesia)

- Designed reusable config-driven IVR architecture for flexible input and routing.
- Implemented ANI-based data dips to fetch customer-specific data from backend APIs.
- Created agent screen pop features for MS Dynamics (both embedded and external).
- Developed TokenEx (S6) and CRS Payment IVR flows for PCI-compliant transactions.
- Enabled marquee messaging on agent desktops for dynamic alert communication.
- Configured Personal Connection (PC) outbound campaigns using Agentless, Progressive, and Predictive dialer modes to optimize contact strategy and maximize connect rates
- Managed Calling Lists, DNC lists, call suppression rules, campaign schedules, and contact strategies within the PC dialer framework.

**Discover Account (Support Role)**  
Technical Support Engineer

FEB - OCT 2023

- Provided technical support with SQL and UNIX systems to troubleshoot and optimize system performance.
- Assisted backend teams by resolving system issues, ensuring a 99%+ operational uptime.

## Projects

AUG 2022 - MAY 2023

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### Wealth Management Project:

- Created JWT token authentication and API development.
- Scheduled notifications for timely updates, enhancing client engagement.

### Academic Web Application Development:

- Developed full-stack application with Java, Angular, and SQL.
- Focused on dynamic user interfaces and database management.

## SKILLS

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- **Core Skills:** NICE CXone, Genesys Cloud, Kore AI XO11, IVR Flow Creation, Bot Development, Customer Service Automation
  - **Programming Languages:** Java, JavaScript, SQL
  - **Frameworks & Technologies:** ReactJS, Angular, HTML5, Unix
  - **Other Skills:** Salesforce Integration, API Development.