PRATIK MALI

IVR & GENESYS CLOUD BOT DEVELOPER

CONTACT

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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
MAY 2023 - PRESENT

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.

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.

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.

AUG 2022 - MAY 2023

Projects

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

- **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, API Development.