



**Amita Mohapatra**

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Technical Engineer seeking roles in Software Development, IVR Designing and Testing, Genesys Framework, Configuration Management, Requirement Gathering, Software Debugging, linux, JSON, XML, MySQL, JIRA, Service Delivery.

Current Designation: Senior System Engineer	Total Experience: 3 Year(s) 11 Month(s)
Current Company: Infosys	Notice Period: Currently Serving Notice Period
Current Location: Pune	Highest Degree: B.Tech/B.E.
Pref. Location: Bengaluru / Bangalore, Hyderabad, Pune	[Electronics/Telecommunication]
Functional Area: IT Software - Application Programming / Maintenance	
Role: Team Lead/Tech Lead	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Genesys Framework, Technical Engineer, Team Lead/Tech Lead, Software Development, Configuration Management, Requirement Gathering, Software Debugging, Java, linux, JSON, XML, MySQL, JIRA, IT Operations Management, Project Management, Project Engineering	
Verified :  Phone Number   Email - id	

Last Active: 26-Oct-20

Last Modified: 26-Oct-20

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## Summary

3.11 years of work experience and very enthusiastic to learn more and leave a mark of excellence in assignments in the field of Software Development by working in a Team Oriented and Challenging Environment in the areas of Genesys Offering 3.8 years of experience in Centre of excellence team in providing Genesys IVR, Branch and Call Center services. Worked on migration to Pure cloud which works on AWS and hands on experience in Virtual contact Centre for client Telstra. Excellent customer service skills with ability to be tactful and diplomatic. Deft in performing live tracing with the customers to identify the root cause of the problem, Worked on LINUX/UNIX Server. Working on Genesys architecture. Hands on experience on SIP Communications. IVR Development on Architect tool of Purecloud.

## Work Experience

**Infosys** as Senior System Engineer  
Jan 2017 to Jan 2017

CHARLES SCHWAB  
Genesys IVR, Branch and Call Center Services

- Handled patching activity on 850 servers from four different environments.
- Used a tool which our team developed internally for handling pre-patching and post-patching validations.
- JAVA Security certificate update on the servers as per their expiration dates and version with which it needs to be updated.
- Deployment of Scripts into different environments by using IRD (Interactive Routing Designer). Scripts include Strategies and Subroutines which needs to be imported as per the sprint.
- Works on GA (Genesys Administrator) which we used to configure, monitor and control the Genesys Environment. All the servers are configured here. We can see their status and also the scripts which are running in the backend for different purpose like Host unavailable, Host unreachable etc. If any maintenance activity is going on Scripts can be disable from this tool.
- Post-patching validations to be done on Windows servers which includes checking particular application concerned to that server is running in correct mode. If not, start it manually.
- Handles incidents coming from the user which includes issues related to dialer, voicemails, softphones, forcephone, client central etc.
- Created change request for PROD environment by referring the Sprint and for lower environment changes we used to create JIRA task.
- Used Splunk for fetching out data, calls, switches, servers, network paths, agents etc
- Worked on Genesys SCI (Solution Control Interface) which we used to start/stop the applications running on the servers. To check the real time status of the servers.
- Worked on Genesys CME (Configuration Manager). From here we accessed all the data/objects which are used in Genesys environment



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

#### Genesys Environment

- Used to TPAMPAM solutions to logged into the PROD servers. We have root access to the servers for undertaking various activities like recycling the applications, keep memory utilization of the servers under threshold, check for certificates expiration date.
- Used JIRA for our project management, tracking of works going on in team and to maintain a workflow.

#### Infosys as Senior System Engineer Jan 2017 to Till Date

- ? Offering 3.10 years of experience in Centre of excellence team in providing Genesys IVR, Branch and Call Center services.
- ? Worked on migration to Pure cloud which works on AWS and hands on experience in Virtual contact Centre for client Telstra.
- ? Excellent customer service skills with ability to be tactful and diplomatic.
- ? Deft in performing live tracing with the customers to identify the root cause of the problem,
- ? Worked on LINUX/UNIX Server.
- ? Working on Genesys architecture.
- ? Hands on experience on SIP Communications.
- ? IVR Development on Architect tool of Purecloud.

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## Education

UG: **B.Tech/B.E (Electronics/Telecommunication)** from **Silicon Institute of Technology, Bhubaneshwar** in **2016**

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## IT Skills

Skill Name	Version	Last Used	Experience
Java, Python, C, C++		2017	
HTML, CSS, Java Script, Bootstrap		2017	
Genesys, Purecloud, LINUX		2020	
UNIX,SPLUNK, Contact Center		2020	
JIRA, IVR, Architect , Service now		2020	
Remedy,IRD		2020	
JSON, XML,		2019	
MySQL		2020	
Hibernate, Data Structures		2017	

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## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
odia				

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## Affirmative Action

Category: **General**

Physically Challenged: **No**

## Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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