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Avinash Zagade ⭐ Featured 📝

Avinash Zagade

Engineer seeking roles in VOIP technology, Avaya, Genesys Pureconnect, Cisco UCCE, Client Servicing,Debugging,Networking,Technical Support,Routing,Switching,CCNA,ITIL,SQL

Current Designation: Engineer -Contact Center	Total Experience: 3 Year(s) 8 Month(s)
Current Company: SungardAS	Notice Period: 1 Month
Current Location: Pune	Highest Degree: B.Tech/B.E. [Computers]
Pref. Location: Pune	

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: VOIP,Avaya,Genesys Pureconnect,Cisco UCCE,Cisco VOIP,Avaya PBX,Avaya CMS,Avaya CM,Avaya SM,Avaya SMGR,ICBM,IA,Tech Support Engineer,Root Cause,Debugging,Networking,Routing,Switching,CCNA,ITIL,SQL Server,Calero Call Accounting,Oracle ISR,Oracle SBC

Verified : 📞 **Phone Number** | **Email - id**

Last Active: 19-Jan-21   Last Modified: 19-Jan-21

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Summary

Astute, diligent and competent professional; expertise in the spectrum of managing the entire gamut in Genesys Pureconnect (formerly known as Interactive Intelligence) and Avaya Contact Center Application support domain.
Currently spearheading efforts with Sungard Availability Services as Engineer - Contact Center.

Work Experience

🔘 **SungardAS** as Engineer -Contact Center
Dec 2016 to Till Date

Experience on Interactive Intelligence/Avaya tools such are Interaction Administrator, Interaction Media Server, Interaction Attendant, IC Business Manager, Interaction Desktop, Interaction Scheduler, Interaction Dialer, Avaya CMS Supervisor, Oracle ISR, Calero Verasmart Call Accounting.
Experience in Application upgrade for Genesys Pure connect in Production and Development environment.
Provide support to ensure resolution of issues within defined service level agreement within Sungard AS organization.
Experience on analyzing application logs (SIP, IP, Notifier, ACD) in both platforms.
Experience in CIC 4.0 version 2016 R4, 2017 R3 and Audiocodes Mediant 1000B gateways.
Experience on Avaya Voice products such as Avaya Servers- AVAYA Aura Core Session Manager/endpoints/Communication Manager, System Manager, Avaya Gateways G650/G450, S83xx,84xx,85xx,87xx,88xx, One-X products, Avaya Aura Messaging.
Networking Skills: TCP/IP, Session Initiation Protocol, H.323.
Experience of SIP trunking, H.323 , ACD/Call Center environments, Call Recording (Oracle ISR).
Basic knowledge of Oracle SBC.
Excellent working knowledge of Real-Time Transport Protocol (RTP) including G.711 and G.729 codecs, Digital Tone Multi Frequency (DTMF) and H323 protocols.
In-depth knowledge of SIP monitoring/debugging/troubleshooting tools.
Basic knowledge of SQL DB, Microsoft Azure and AWS.

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Education

UG: **B.Tech/B.E. (Computers)** from **sppu pune university** in **2016**

Other Qualifications/Certifications/Programs:
CCNA Routing and Switching
CCNA Collaboration Voice
ITIL Foundation

THE Foundation

IT Skills

Skill Name	Version	Last Used	Experience
Networking			
VOIP			
AVAYA			
GENESYS			
Genesys PureConnect			
Cisco VOIP			
Cisco UCCE			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Marathi				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

IT Skills