

SRUTHI LAKSHMI E

EXPERIENCE **GENESYS TELECOM LABS , CHENNAI.**
Associate Software Engineer in GVP (Genesys Voice Platform) Product QA Team
JULY 2019 TO PRESENT

EDUCATION **THIAGARAJAR COLLEGE OF ENGINEERING, MADURAI**
Bachelor of Engineering (Computer Science)
June 2015 To May 2019

PROJECT **RESPONSIBILITIES**

1. Worked on Performance testing of Text to Speech Transcription & Voice Recognition Profile – Google Speech Recognition & Transcription. Automated this feature.
2. Maintained the Automation framework of three components & ensure there are no failures with latest build & the results are sent to team every day. Also, if failures occurred, acknowledged it & provided root cause analysis within a day.
3. Involved in Nuance 11 support for core component. Nuance is a Conversational AI tool used for Voice Recognition & Text to Speech Transcription – Performed end to end testing in AWS Environment & Automated the manual tests.
4. Took ownership of two JAVA Components – worked on 3 major features – Oracle 19RAC Support, OpenJDK11 Support, RedHat OpenJDK Support.
5. Involved in testing TLS interfaces between the Components.
6. Worked on minor features validation in Kubernetes Cluster – Microsoft Azure.
7. Performed Alert validations configured in Monitoring tools – Zabbix, Grafana, Prometheus.
8. Involved in Acknowledging the Alerts in Azure Environment & Provided root cause analysis & future recommendations to development team.
9. Worked on few Production environment upgrade tasks for GVP Component on Premise.
10. Involved in maintenance and upgrading 2 components in Azure Kubernetes Environment – Dev, Stage & Prod.
11. Performed end to end testing for 3 major GVP Components when windows 2019 Support feature is delivered

KEY SKILLS

- Knowledge in VOIP including SIP, SDP and RTP.
- Knowledge on IVR Telephony system
 1. DTMF tones
 2. Play/record voice files
 3. Voice Recognition & Speech-to-Text Transcription
- Strong ability to analyze & debug the SIP call flows.
- Knowledge on basic networking protocols – (TCP, IP, UDP, HTTP/HTTPS, SSL, TLS) & Communication Protocol – MRCP.
- Knowledge in Docker, Kubernetes & deployment through Helm Charts.
- Created test plan for new features & validated end to end testing.
- Raised defects to ensure the Product quality.
- Performed many functional testing & defect validations on the core component (Media Control Platform). Performance & load testing using inhouse tool.
- Automated features of GVP components (inhouse tool written in Python & Java)
- Knowledge in Linux Environment & Commands.
- Knowledge in Data Structures & Algorithms.

TOOLS AND TECHNOLOGY

- **Language** - C, C++, Java
 - **DB** - MySQL, PostgreSQL, Oracle 19c RAC.
 - **OS Platforms** – Linux (RHEL,Centos) & Windows
 - **Scripting language** - Python
 - **DevOps tool** - inhouse tool written in perl
 - **Networking tools** – Wireshark, tcpdump
 - **Monitoring tools** - Zabbix, Kibana, Perfmon, Prometheus
 - **Cloud technologies** – AWS, Azure
 - **SIP Softphones** - Kapanga, Phonerlite
 - **Conversational Software** –Nuance (Recognizer/Vocalizer), Google (GSR/GTTS)
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