

# Ivan Kukushkin

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## TECHNICAL SKILLS

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**Languages:** Java, C#, SQL, XML, VoiceXML, SOAP. REST

**Developer Tools:** Git, Visual Studio, IntelliJ, Eclipse, Orchestration Designer, SVN, Pentaho

**Avaya Systems:** Voice Portal, Experience Portal, Proactive Outreach Manager, Elite Multichannel, Interaction Center, Callback Assist

**Avaya Skills:** Administration, Configuration, Development, Support

**Omilia Systems:** DiaManT, DeepASR, Conversation Studio, OmAccounts, OmIVR, Apache Tomcat, MS SQL DB, CentOS, RedHat, Avaya Linux, Windows Server

**Other Systems:** UniMRCP (Installation, Configuration with Avaya), Nanosemantic (chat bots integration with Avaya), Yandex Cloud (ASR/TTS Integration with Avaya), 7twenty (Installation), WebIm—ThreadsIm (Aggregators of social media. Integration with Avaya EMC)

## EXPERIENCE

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### Software engineer

September 2014 – November 2020

LLC "Oberon"

Russia, Moscow

- Job responsibilities mainly included working with Avaya systems, more specifically, installing, configuring and maintaining these systems (see the Technical Skills section). Additionally, a significant part of the working time was occupied by the development of integration components for various customers, most of which were focused on AAEP and POM systems (application development + integration components written in Java), as well as the EMC. (C#). Furthermore, recently there has been active work with the Omilia IVR system, including installation of this system and application development for our client (xml+java classes), and with unimrp. (installation and administration)

### Senior Software Engineer

December 2020 - present

LLC "Oberon"

Russia, Moscow

- The actual duties of managing a team of 3 people were added

## PROJECTS I'M PROUD OF

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**Universal Questionnaire (Avaya POM):** An application for Proactive Outreach Manager, which interprets a pseudo natural language to describe the survey script, this allows you to change the system behavior (modify the survey) by adjusting the text file, which does not require the involvement of developers.

**POM Agent Desktop (Avaya POM + EMC):** A plug-in for the Avaya Elite Multichannel Desktop system that allows the agent to work with all POM capabilities in the EMC Desktop window. Based on POM Agent API

**Oberon Gateway Omnichannel (Avaya EMC—WebIm—ThreadsIm—mfms):** An integration service that provides interaction between aggregators of multimedia channels and the Avaya contact center. The program expands the capabilities of the Elite Multichannel system, providing the ability to communicate via social media. networks and messengers. The service has integration with the CRM system to ensure a single history of all customer chats and calls.

**Development for the Oberon service center:** Omilia app that provides a self-service options for customers of the company's service center to work with their requests. An application that provides synchronization between the schedule of company attendants and their Google calendar, with an SMS notification at a specified time before duty.

## EDUCATION

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**Moscow Technical University of Communications and Information Science**

Russia, Moscow

*Bachelor of Information Systems and Technology*

2011 – 2015