


# DEBARUN BASAK

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## PROFESSIONAL SUMMARY

An enthusiastic IT Professional with over 15+ years' experience in Contact Center Domain. Primarily involved in design and development of Customer Experience applications in multiple Contact Center technologies. Well versed in building highly available and secured cloud applications. Helping customer for their cloud migration journey and deliver high quality end to end contact center transformation projects. Experienced in automation, configuration, and deployment, build and release management in AWS Cloud platform. Holds promising experience in areas of Product Enhancement, Solution Architecture, Requirement Gathering and Application Development. Good team player with sound communication skills. Proven ability to learn quickly and able to work proficiently in this ever-changing technology landscape. Skilled in producing quality work with minimal supervision.

## CERTIFICATIONS

AWS Certified Solutions Architect Associate  
AWS Certified Developer Associate  
AWS Certified SysOps Administrator Associate

## SKILLS

- Cloud Contact Center Technologies: Amazon Connect.
- Traditional Contact Center Technologies: Genesys, Cisco UCCE, Nortel Networks.
- Conversational Technologies: Amazon Lex, NUANCE Dialogue Module.
- Languages: Python, NodeJS, Java SpringBoot, HTML, CSS.
- Cloud Platforms: AWS.
- AWS Services: Amazon Connect, Amazon Lex, AWS Lambda, Amazon DynamoDB, Amazon S3, Amazon CloudWatch, Amazon API Gateway, AWS AppSync, Amazon Quicksight, AWS Glue, Amazon Kinesis, AWS CloudFormation, AWS CDK, Amazon Polly, Amazon Transcribe, Amazon Comprehend, Amazon Sagemaker

## WORK HISTORY

### **AWS, Amazon Web Services - Amazon Connect Consultant**

*Aug 2020 - Current*

Industries: Healthcare, Airlines, Travel and Hospitality, Oil and Gas, Amazon Internal

Clients Geography: US

Roles Played: Contact Center Architect, Backend Developer, Team Lead, Business Analyst, Cloud Architect, DevOps

Tech Used: Amazon Connect, Amazon Lex, Amazon Polly, Amazon Comprehend, Amazon Transcribe and Multiple other AWS Services, Python, NodeJS, Java Spring Boot

- Experienced in developing cloud application design using Lambda, DynamoDB, Aurora Serverless and other AWS Services for Amazon Connect related solutions.
- Worked for 4 different migration discovery projects and 7 implementation projects leading to multiple wins for AWS and cost savings for customers.
- Experienced in engaging customers in conversation to uncover needs with probing questions and overcome objections using persuasive techniques.
- Experienced in leading Proof of Concept for newly released product features and enabling more service adoption.
- Experienced in working with Internal Product Managers and Software Developers for Enhancement of multiple AWS Services leading to addition of 100's of requirements in product Roadmap
- Experienced in Cloud Application Design discussions and product roadmap discussions for customer's active projects.

- DevOps Tools: GitHub, Git, JIRA, Azure DevOps, AWS CodeCommit, AWS Code Pipeline, AWS CodeBuild, AWS CodeDeploy.
- Web/Application Servers: Apache Tomcat.
- Data Base: MySQL, SQL Server, AWS Aurora Serverless.
- Agile methodology.
- Documentation: Confluence.

## US WORK AUTHORIZATION

Require H1 B Visa sponsorship

Holds Approved Green Card Application

## EDUCATION

**West Bengal University of Technology**  
2007

**Bachelors of Technology:** Computer Science and Engineering

## SPOKEN LANGUAGES

- English
- Bengali
- Hindi

- Experienced in developing API's using Java Spring Boot, ECS, ALB for Customized Admin tool to manage Amazon Connect Configuration.
- Designed and developed scripts for test scenarios.
- Experienced in writing backend applications using API Gateway, Lambda, Appsync, DynamoDB, RDS, Aurora Serverless and other Database services.
- Experienced in Designing Swagger API documentation for backend development.
- Experienced in developing Reporting and Monitoring applications using Amazon Quicksight, Amazon Cloudwatch and integration with third-party Reporting tools like SuccessKPI, PowerBI and Tableau.
- Created proofs of concept for innovative new solutions.
- Handled customer inquiries and suggestions courteously and professionally.
- Exceeded performance targets consistently by maintaining strong call control and calm in stressful situations.
- Worked for challenging Oil and Gas Customer with Strict access to customer environment along with tight timelines and budget. Received 100% customer satisfaction for completing project 2 days before actual end date.
- Collaborated with sales and service departments to implement proactive changes based on customer feedback, leading to direct drop in customer complaints.
- Developed and published 1 Blog Post.
- Experienced in developing and releasing content articles like workshops, internal artifacts and solutions.
- Troubleshoot customer service issues with methodical approach, eliminating impossible quickly and focused on implementing relevant, actionable solutions.
- Experience in using Infrastructure as Code tools like CDK and Terraform.
- Experienced in working with AWS preferred partners like TensorIoT and Presidio in multiple customer engagements with great customer outcomes and achieving high customer satisfaction.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Experienced in shadowing and mentoring teammates and colleagues.

### Cognizant - Technology Architect

*Sep 2016 - July 2020*

Industries: Healthcare

Clients Geography: US

Roles Played: Team Lead, Business Analyst, Architect, Developer

Tech Used: Amazon Connect, Genesys Pure Engage, Cisco CVP, Nuance Dialogue Module

- Led the Requirements gathering of the Amazon Connect Migration for the customers contact center migration from Genesys Pure Engage.
- Led the customer initiative during COVID-19 Pandemic to standup an Amazon Connect Instance as a failover scenario for enabling agents to work from home.

- Worked with the customer CIO Leadership to carry out multiple POC's for the Self-Service Application Enhancement.
- Led team of 3 from offshore in India for ~70 IVR application enhancements in Genesys Pure Engage Platform.
- Experienced in providing deep technical expertise to team members during Application Re-Design and migration from Cisco CVP to Genesys Pure Engage.
- Provided current best practices alternatives when necessary for functional design documentation.
- Experience in performing ASR tuning for NUANCE NLU based applications during application migration from Cisco CVP 8.5 to CVP 10.5.

#### **Accenture Management Consulting - Senior Consultant**

*Jan 2011 - Aug 2016*

Industries: Banking, Internet Service Provider, Accenture Internal

Clients Geography: US, Europe

Roles Played: Team Lead, Business Analyst, Architect, Developer

Tech Used: Cisco CVP, Avaya Voice Portal

- Analyzed and designed various enhancements along with one of the complex payments related self service enhancements for an ISP Customer in the US, exceeded customer expectations.
- Experienced in Identifying business process issues through careful collaboration with key stakeholders.
- Played SME Role for large telephony transformation project in the UK
- Designed the Customer experience call flows in Visio as per customer requirements and conducted design reviews throughout Development Lifecycle to provide input on functional requirements, product designs and potential issues.
- Experienced in leading a team to deliver end to end work for Self Service Application Migration of a Bank Divestment in the UK for 6 months.
- Designed automated testing tools and programs with the customers testing team enhancing QA and UAT testing including database impacts, software scenarios, regression testing, negative testing, error/bug retests and usability.
- Gave budget suggestions for projects, outlining financial, resourcing needs and forecasting.

#### **Wipro - System Integration Engineer**

*Jul 2007 – Jan 2011*

Industries: Telecom, Defense, Banking, Wipro Internal

Clients Geography: UK, India, Middle East

Roles Played: BA, Backend Developer

Tech Used: Cisco CVP, Java, Nortel Networks, VB, MY SQL

- Experienced in Developing Self Service Application in Cisco CVP, Nortel MPS and Avaya Voice Portal.
- Experienced in Requirement Gathering and carrying out Business Requirement Analysis for contact center applications
- Performed Requirement Gathering from end customer for Self Service Application and Agent Desktop Application.

- Experienced in testing of the infrastructure and applications developed.
- Extensively performed troubleshooting and go live activities for customers.