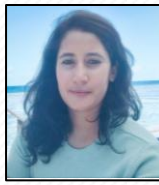


KAVYA THIMMAIAH



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MOBILE +91-7019708978 /9986592380

Senior Professional: Software Development | Cloud Architecture

Versatile and multi-tasking professional **targeting senior leadership assignments** to deliver quality work in a reputed organization for mutual growth.



PROFILE SUMMARY

- ❖ **Versatile & an articulate techno-functional leader** with **9.2 years** of rich & extensive work experience working on Genesys Framework (Engage & Cloud); expertise in spearheading diverse roles distinguished by commended performance in conceptualizing and implementing competent strategies
- ❖ Expertise in managing the entire **Software Development Lifecycle (SDLC)** right from requirement analysis, documentation (functional specifications & technical design), coding and testing (preparation of test cases along with implementation) to maintenance of proposed applications; extensively deployed **Sprint methodology to deliver user stories within 11 days**
- ❖ Demonstrated excellence in **end-to-end set-up of call center for Genesys Cloud** with experience in integrating & creating complex data actions for client provided APIs/Genesys cloud APIs
- ❖ Extensive experience in **end-to-end project management & implementation, service management, technology roadmap, cloud platforms & migration** with focus on leading overall architectural efforts; worked on **Migration project of entire Genesys Framework to new Data center** on pure engage platform
- ❖ Capabilities in building **cloud-optimized architectures**, developing business strategies and influencing product roadmap by working closely with Cloud Engineering Teams
- ❖ Excellence in **mapping of business requirements** and translating them into functional specifications, use cases, services, implementations & custom designing solutions by identifying the business benefits & impact and following the standard guidelines
- ❖ Pivotal in identifying underlying risks, deficiencies, and opportunities at forefront with exposure in developing strategies for centrally managing sensitive properties & environment variables in **multi-regional, cloud-native environments**
- ❖ **Drove business post validations calls** and coordinated between Dev, Change Manager team, Prod Supp & Database team
- ❖ Proficiency in communicating with **internal / external clients** to determine specific requirements & expectations; managing client expectations as an indicator of quality and **coordinating with internal & external customers** for running successful operations; experience of implementing procedures and service standards for operational excellence
- ❖ **Addressed & managed priority issues and resolved successfully** by coordinating between teams and assigning tasks to team members which had attention from senior leaders, business who were part of call
- ❖ **An Enterprising Leader & People Manager** with skills in leading personnel towards accomplishment of common goals at ease; successfully trained people and coordinated as team to help them accomplish goals

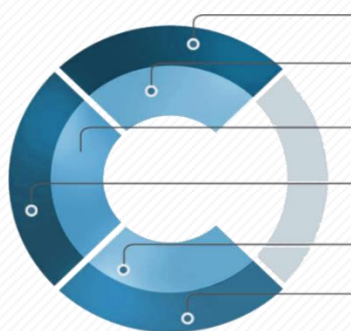


CORE COMPETENCIES

- Cloud Infrastructure, Set-up & Management
- Data Centre Management
- Process Enhancement
- Software Development Lifecycle
- Project Management & Execution
- Code Optimization
- Requirement Gathering & Analysis
- Risk Assessment & Mitigation
- Stakeholder Management



SOFT SKILLS



Motivator
Collaborator
Communicator
Innovator
Team Building
Problem-Solver



EDUCATION



2013: B.E. (Mechanical) | Dr. Ambedkar Institute of Technology, Vishweshwaraiah Technological University

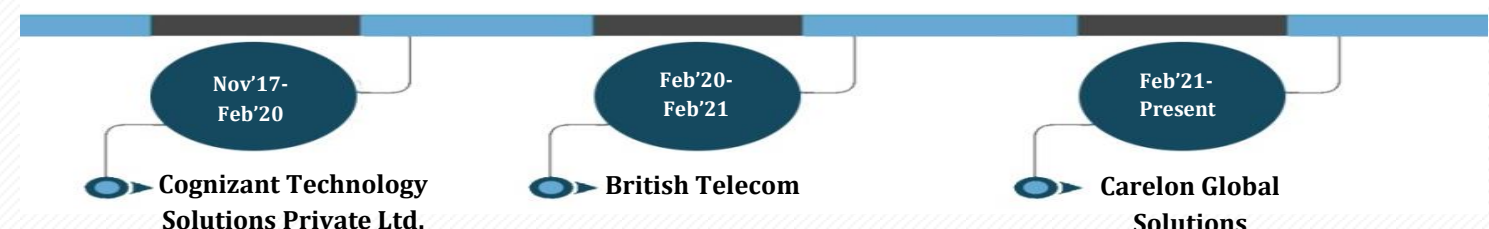


CERTIFICATIONS

- ❖ Integrated Quality Management System, 2015
- ❖ PM_ Integrated Quality Management System, 2015
- ❖ Genesys Pure Cloud Basics, 2020
- ❖ AWS Certified Solutions Architect- Associate (SAAC02), 2022



CAREER TIMELINE (RECENT 3)



WORK EXPERIENCE

Feb'21-Present: Cargon Global Solutions, Bangalore as Sr. Software Engineer

Project: Mission Cloud Team

Tools: IRD, CME, Pulse, Agent WDE, GAX, GA, Jira, SCI, GRAT, Genesys Pure Cloud

Role:

- ❖ Managing the end-to-end project lifecycle, including estimation, requirement gathering, gap analysis, testing, go-live assistance, planning risk responses & contingency planning, providing post-implementation, application maintenance and enhancement support to the client regarding the product/ software application
- ❖ Establishing quality applications as per established company standards and development guidelines; performing code reviews, unit testing, and system testing as & when required
- ❖ Delivering large-scale, complex application development programs with a focus on technology transformation; collaborating with leadership teams to evaluate technology challenges; identifying assignable & chronic causes through latest analysis techniques for eliminating wastages while enhancing software/application efficiency
- ❖ Provided post-implementation, technical, system maintenance / enhancement support
- ❖ Maintained large & complex projects or multiple components of a large project involving more than one company's product
- ❖ Administering project operations with key focus on defining Service Level Agreements (SLA's), Standard Operating Procedures (SOP's) as well as interacting with prestigious clients, business partners, industry leaders, vendors & other key stakeholders

Highlights:

- ❖ Worked on migration of agents from Premise to Cloud project and moved 180 agents, 240 TFNs to cloud
- ❖ Designed call flows to handle the skill-based routing on cloud, created a composer logic to send UUID data from Engage platform to cloud; Created data actions and integrations required for GMS data dip and designed scripts for screen pop ups in cloud
- ❖ Implemented routing strategy for handling transfers in premise (blind and consult) created cloud call flows, data tables with bobblehead destination names and imported external contacts in cloud for agent transfers
- ❖ Assigning Super routing plans on Verizon for Cloud DID's, creating DID in cloud and assigning call routing which assigns call flow to the DID numbers to route to agents on Pure Cloud agent desktop
- ❖ Configuration of agent roles, permissions, assigning skills, groups and queues, adding WebRtc for agents to handle calls; monitored bulk upload of agents to cloud for load testing and supported for any issues
- ❖ Tested 4 way conference as a new Genesys PureCloud feature and metrics were captured for all parties involved in conference & transfers
- ❖ Spearheaded the GO Live implementation & extended support as required; also, worked on enhancement of customer experience on cloud by adding telephony features and flow metrics
- ❖ Worked on:
 - Broker portal, email acknowledgement sent to customers for the policy plans
 - Worked on Web callback, in queue call back, schedule call back flows in cloud
 - Worked on Voice Signature call flows across different regions for sales where customer authenticates for the policy plans via a phone call
- ❖ Worked on RHEL Linux server set up, added service IDs, updated bash profiles, etc/hosts file update in coordination with Linux and Centrifly team
- ❖ Installed Genesys Administrator, GAX, Pulse, WDE, ASR/TTS applications on new DC, installed LCA and certificates on Linux servers
- ❖ Validated Pulse and GA by generating Pulse reports, GA Monitoring views, Pulse Dashboards
- ❖ Reviewed agent performance, queue activity through dashboards during Go Live and troubleshooting routing issues

Feb'20-Feb'21: British Telecom, Bangalore as Network Designer Professional

Project: Open Bank, Bank of Ireland, Emirates

Tools: IRD, CME, Pulse, Agent WDE, GAX, GA, CXInsights, Speechminer, Nuance, Composer, Jira

Role:

- ❖ Led the implementation of chat and eMail on Windows Pure Engage platform migrating from current pure engage platform
- ❖ Spearheaded the expansion of Genesys framework, deployment & configuration of inbound & outbound, chat and email on new countries
- ❖ Implemented web chat and Genesys knowledge application on pure engage windows platform
- ❖ Documented high level & low-level design for Genesys Knowledge center; drafted, documented & executed test cases required to validate business flows in migration activities
- ❖ Played a key role in the customization of existing business flows on pure engage platform
- ❖ Worked on Atos hardware refresh activity wrt DCs in RMG
- ❖ Owned Emirates project for any customization of voice, chat and eMail

Nov'17-Feb'20: Cognizant Technology Solutions Private Ltd., Bangalore as Sr. Developer

Project: Schneider Electric - Global Delivery CTI

Tools: IRD, CME, CCPulse, PRTG, AWS, Salesforce, GA, DMA, GAX, SCI, OCM, WWE

Role:

- ❖ Upgraded the Genesys framework from 8.1 on Windows 2008 premise to 8.5 framework on Windows 2016 Pure Engage platform
- ❖ Led the installation, configuration & implementation of Genesys Outbound in Push Preview mode using Interaction server
- ❖ Devised strategies and deployed in production for Outbound call processing using IRD
- ❖ Managed the integration of Amazon Web services with new 8.5 framework for Agent Desktop (Web Workspace Edition)
- ❖ Documented high level, low level designs, data migration, integrity checks on routing, test cases for various phases of upgradation, cut over schedule, integration of third-party applications with Genesys like eWFM, Nice recording, Logepal Wallboard, PRTG, IODP call portals, bFO Web Services, Visio Groupe etc

- ❖ Installed & deployed Genesys Administrator (GA) and Genesys Administrator Extension (GAX) on Windows 2016 Amazon web servers in pure engage platform and implemented https using IIS
- ❖ Configured Bfo Web Services using IIS tool on new servers for customer identification for Genesys to route interactions.
- ❖ Deployed call portal using IIS to capture inbound/outbound calls reporting by new applications using Database connections on new servers
- ❖ Received training on Genesys Pure Cloud platform.
- ❖ Configured new applications and hosts as devices & sensors in PRTG tool for monitoring purpose
- ❖ Monitored Call flow (Transactions) and Configuration (CME objects) changes in CME to process the call as per client requirements
- ❖ Leveraged hands-on experience with IRD to debug routing issues and implemented changes in routing strategies to fix issues in production
- ❖ Worked on Amazon Web services (AWS) to debug the Softphone (Jetty and Load Balancer) related issues
- ❖ Played a key role in Genesys Administrator Access Permission restriction changes for Administrators; prepared a test plan for Genesys Administrators to validate the new permissions and trained agent administrators to help them understand usage of roles and permissions and assigning relevant roles to agents as required by business
- ❖ Resolved issues related to CTI which was launched on new platform, bFO lightning; gained knowledge on CTI -Salesforce Integration and debug issues

May'14-Nov'17: Tata Consultancy Services, Bangalore

Growth Path :

May'14-Jun'17 : Systems Engineer | Project : Apple APS

Jun'17-Nov'17 : Developer | Project: Bank of America



PERSONAL DETAILS

Address: Bangalore

Languages Known: English, Kannada and Hindi