Padmapriya K

Current Location : Bangalore

Cell: +91 9000944809 / 8886433886

**Residence Address:**

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**priyahalli@gmail.com**

***Summary: 12 +*** years of experience in Voice Domain with Avaya, Nice, Verint, Calabrio & Genesys domain in heterogeneous environment.

***Education:***

* B.Sc. Computer Sciences (Sri Ventakeshwara University,2009)

***Technical Skills:***

* Experience in IT Infrastructure on Avaya, Nice, Verint, Calabrio & Genesys based technologies.
* Working Knowledge of ACD, CMS servers, Administration of Avaya CMS, AES, Nice, Verint, Calabrio & Genesys.
* Expertise with Genesys administration and troubleshooting.
* Experience on Nice call recording solution, administration of Nice devices such as loggers, Application server, CLS, Storage Centre and database servers.
* Worked on Nice (3.5 & 4.1 versions) in and Calabrio (v10 &v11).
* CTI Integration of Nice, Verint with AVAYA through MAPD/AES, Dialer and Genesys.
* Channel Mapping for TDM (Trunk, Extension), VOIP Logger (Active and Passive) and Multimedia logger.

**Training:**

* Attended Genesys Framework Routing and Reporting Operation 8.5

***Career Profile:***

* Worked in Wipro Infotech as ***Engineer Voice Support*** at client **Genpact** from June 2010 to till May 2014.
* Currently working with **ADP** since May 2014 till date as Senior Member Technical.

***Job Responsibilities in ADP:***

* Lead the team in coordinating with BU and other teams during outages, activities and support.
* Responsibilities include supporting day to day activities of complete contact center.
* Perform daily checklist over all servers before production hours to ensure all services are up and running.
* Day to Day monitoring of all the servers & services as a part of daily checks.
* Check of daily alarms and notifications.
* Used CYARA tool to write the script to perform automated IVR , VHT test calls for the daily health check
* Handle the Genesys infrastructure in ADP from GNS Voice India.
* Handle all Voice support in ADP for locations across the world (India, China, Canada, US, Australia, UK).
* Handle all Genesys, Calabrio & Avaya related issues through service desk tickets.
* Co-ordinate with vendors (Genesys, Calabrio) to restore the production during outages.
* Collect the logs and follow up with Vendors regarding RCA.
* Conduct RCA for issues and track them to closure.
* Handle all outages and activities.
* Involve in Genesys Vendor outages when required.
* Maintain issues reported and resolutions.
* Troubleshoot all Genesys, Calabrio, Avaya related issues.
* Troubleshooting the issues and responding to the clients accordingly.
* Participate in upgrade activities.
* Create profiles, agents and groups as per requirement.
* Reviewing the logs to troubleshoot issues at the higher level.
* Ensure the patching of all servers.
* Perform restart of services/ server to restore the issue.
* Maintain extension licenses and cleanup unused extensions to avoid issues.
* Work with other teams (Network, Datacenter and server) during outages and activities.
* Co-ordinate with users regarding requirements and issues.
* CTI Integration of Nice with AVAYA through MAPD/AES, Administration of Nice devices such as loggers, Application server, CLS, Storage Centre and database servers, Administration of E1, T1 and Extension side Loggers. Coupler integration with PBX.
* Helped in resolving client issues on Email/Voice/Chat
* Migrating to cloud environment and giving support for new environment.
* Create Agent, Supervisor profiles in GCloud.
* Perform GCloud daily checks before production starts in order to avoid outages.
* Provide basic training document for user and internal team members for reference.

***Over all Achievements:***

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* Have received appreciation mails and Bravo award from extremely satisfied customers.
* Recognized for consistent NPS from Clients.

***PERSONAL DETAILS:***

**Name :** Padmapriya Kodigenahalli

**Date of Birth :** 18th March

**Father’s Name :** K. Radhakrishna

**Mother’s Name :** K. Sujayalalitha

**Marital Status :** Married

**Nationality :** Indian

**Languages known :** English, Telugu, Hindi, Tamil, Kannada.

**Gender :** Female

**Permanent Address :** 201, S.V.Appts, Hathiramji Colony,

AIR BYPASS Road,

Near RadhaNarayan Hospital,

Tirupathi -517501,

Andhra Pradesh.

**Hobbies :**  Singing, Watching T.V, learning languages.

**Personal Strength** **:** Analysis and design of various requirements, a high sense of adaptability, raising to the need of the hour and willing to work dedicatedly for an organization which rewards excellence and perfection. Smart working, positive thinking, self-motivate patience and balancing both personal & professional life.

[Padmapriya.K]