Md Kamran

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Skills

- NICE CXone | IVR Developer | JAVA | JavaScript | PostgreSQL | Git | Microservices | GCP | AWS | Docker | Kubernetes | Call routing | Distributed architecture | Communication | Customer service | Problem solving | Teamwork | Writing

Experience

Software Engineer Capgemini *Kolkata, WB, INDIA* **10/2021 - Current**

Job Title: Software Engineer (IVR Developer)
Job Summary: Experienced IVR Developer with expertise in designing and developing a wide range of call flows using NICE CXone Studio and inContact Knowledge. Proven ability to create self-service interactive IVR flows that empower customers to access information and complete tasks independently, including personalized access to insurance details with robust authentication features. Strong track record in developing various other call flows that efficiently route incoming calls to skilled agents based on predefined criteria. Deliver reliable IVR applications that enhance customer experience and streamline call routing processes. Additional features implemented include callback functionality and percentage-based call routing.
Key Responsibilities

- Designed, developed, and maintained IVR applications using NICE CxOne Studio and inContact Knowledge.
- Collaborated with the business and technical teams to understand the requirements for SelfService functionality.
- Developed SelfService functionality for customers to inquire about payment status, billing info, claims status, and policy details.
- Implemented and maintained IVR system components, including call routing, recording, and reporting.
- Configured and maintained IVR systems, including telephony infrastructure and integration with other systems.
- Troubleshot and resolved technical issues related to IVR systems.
- Monitored and maintained system performance and reliability.
- Documented technical specifications, system architecture, and development processes.

Additional Features

- Developed a callback functionality where customers can hear an estimated callback time and choose to receive a callback without losing their place in the queue.
- Added a feature that allows users to set up percentages for how calls are routed to different skills. This feature can be controlled by workload data, making it a more dynamic and efficient system.
- Added Grammar file creation to get more precise input from customer.

Accomplishments

- Developed an IVR application that reduced the average call handling time by 15%.
- Created a self-service IVR flow that allowed customers to renew their insurance policies without speaking to an agent.
- Implemented a new call routing system that improved customer satisfaction by 20%.
- Developed a callback functionality that reduced average call wait time by 25%.
- Added a feature that allowed users to set up percentages for how calls are routed to different skills. This feature allowed the company to more efficiently route calls to the agents who were best equipped to handle them, which improved customer satisfaction.

Qualifications

- *Experienced software engineer with 2+ years of experience in developing microservices and IVR systems using Java, Springboot, and Nice CXone.*
- *Proven ability to design, develop, and maintain scalable and reliable software systems using microservices architecture.*
- *Strong problem-solving and analytical skills, with a focus on producing high-quality code and resolving technical issues related to microservices and IVR systems.*
- *Excellent communication and collaboration skills, with the ability to work independently and as part of a team.*

Minor Projects

- Developed an E-Auction microservice-based Cloud Native Application using Java, Springboot, and Kafka.
- Developed a Nursery E-commerce API using Java, Springboot, and Gradle.

Education

Bachelor of Technology **Dr. B.C. Roy Engineering College** *Durgapur, West bengal* **08/2017 - 07/2021**

- Major in Civil Engineering