

# N HARSHA VARDHAN REDDY

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## PROFESSIONAL SUMMARY

Engineering Professional with 3 years of experience in **Contact Center domain testing**, specializing in **Genesys PureCloud, On-Premises environments**, and **IVR automation**. Adept at validating complex call flows, performance-driven routing, and enhancing customer experience through end-to-end testing strategies.

- **IVR & Voice Channel Testing:** Experienced in testing **Inbound, Outbound, and Voicemail functionalities**, including Pre-Queue and In-Queue flows, in both English and Spanish.
- **Genesys Platform Expertise:** Skilled in **Genesys PureCloud, Genesys Engage, GA, GAX, WWE, Pulse**, and **Agent Desktop testing**, with strong knowledge of **Queue and Extension-Based Routing**.
- **Cyara Automation:** Proficient in building and executing **Cyara scripts**, including **Virtual Agents, Velocity Campaigns, Outbound Testing, Agent Campaigns**, and **Prompt Analyzer** for IVR performance testing.
- **Call Flow & Agent Routing Validation:** Hands-on experience with **Agent-to-Agent Transfers, Consult Calls, Blind Transfers**, and **External Contact Conferencing**, ensuring functional accuracy across routing paths.
- **Performance-Driven Routing (PDR):** Skilled in analysing queue-based **KPIs** such as **Average Speed of Answer (ASA), Service Level, and Abandon Rate**, and validating PDR logic accordingly.
- **Test Management & Defect Tracking:** Proficient in **JIRA, Rally**, and **Excel** for managing test plans, writing and executing test cases, and logging/tracking defects.
- **Debugging & Log Analysis:** Strong troubleshooting skills using **SQL, Splunk**, and **Genesys Developer Tools** for validating backend transactions and call interactions.
- **Testing Methodologies:** Well-versed in **Agile (Scrum)** and Devops models, with comprehensive experience in **Functional, Integration, Regression, Smoke, and Performance Testing**.
- **Multilingual Testing Experience:** Validated IVR systems in both **English, Spanish and Cantonese**, ensuring accessibility and consistency across language variants.
- **Analytical & Detail-Oriented:** Proven ability to identify test gaps, optimize test strategies, and collaborate with cross-functional teams to ensure high-quality deliverables.

## PROFESSIONAL EXPERIENCE

Organization	Designation	Duration
Cognizant Technology Solutions (Bangalore)	Associate	Oct 2024– Till Date
Cognizant Technology Solutions (Bangalore)	Programmer Analyst	Jun 2023 – Oct 2024
Cognizant Technology Solutions (Bangalore)	Programmer Analyst Trainee	June 2022 – June 2023

## PROJECTS

### Project #2:

<b>Client</b>	United Health Care Group
<b>Industry</b>	Health Care
<b>Technologies Used</b>	Genesys Pure Cloud, Genesys Engage, Cyara, WWE, Pulse, EEMAN Provisioning Tool, Genesys Administrator Extension, Splunk
<b>Duration</b>	October 2023 – Till Date
<b>Project Specific Skills</b>	Genesys Pure Cloud, Cyara Automation, IVR Testing, Agent Routing, Rally
<b>Role</b>	Tester

## Project Description:

UnitedHealth Group Inc (UnitedHealth Group) is a diversified health care company. It offers health care services and products through two distinct platforms, namely UnitedHealthcare and Optum. This project involves in migrating from Avaya to On Premise & On Prem to Genesys Pure Cloud.

## Roles & Responsibilities:

- Performed **IVR and agent routing testing** using Genesys PureCloud and Genesys Engage, ensuring accurate call flow and routing logic across environments.
- Automated **Cyara test scripts** for regression and functional scenarios, including call flow validations and virtual agent behaviours.
- Executed **agent-side test cases** using **WWE** and **GAX** tools, testing routing behaviours, transfers, consultations, and performance scenarios.
- Designed and managed **Cyara virtual agent behaviours** for advanced routing validation, including KPI monitoring and ideal agent routing tests.
- Validated and tuned **Cyara test cases** using Prompt Analyzer and executed agent campaigns to test KPI-driven routing logic.
- Configured and tested **extension-based and queue-based routing**, as well as emergency and scheduled groups in Genesys PureCloud.
- Conducted detailed **call flow analysis**, identified design flaws, and collaborated with business users for requirement clarifications.
- Logged and tracked defects using Rally, and participated in Agile ceremonies including grooming, sprint planning, and retrospectives.
- Utilized **Splunk** for log analysis and issue troubleshooting, improving resolution times and debugging accuracy.
- Created dashboards in **Genesys Pulse** to monitor live KPIs including call volume, ASA, and queue performance metrics.

## Project #1:

<b>Client</b>	Lumen Technologies (Century Link)
<b>Industry</b>	Telecom
<b>Technologies Used</b>	Genesys Cloud, Cyara.
<b>Duration</b>	July 2022 – October 2023
<b>Project Specific Skills</b>	Genesys Pure Cloud, Cyara Automation, JIRA & IVR Testing
<b>Role</b>	Tester

## Project Description:

Lumen is a multinational technology company headquartered in Monroe, Louisiana, that offers communications, network services, cloud connectivity, security solutions, voice, and managed services. This project involves in developing and the IVR to get the information about the Products, Payments through Credit card, saving account & enabling the Auto pay Set up for auto debit options, raise the tickets for service and for rebooting the routing by sending the packages through API and lot more options that enhances the Customer experience from IVR.

## Roles & Responsibilities:

- Automated and executed comprehensive IVR test scripts using Cyara, covering various flows like product inquiries, payments, and auto-pay setups, improving test efficiency and reducing manual effort.
- Validated text-to-speech (TTS) responses and prompt accuracy using Cyara Prompt Analyzer, ensuring clarity and accuracy in customer voice interactions.
- Performed end-to-end IVR testing in Genesys PureCloud, including call queuing, skill-based routing, and call transfers, ensuring smooth customer call journeys.
- Played a key role in the Avaya to Genesys Cloud migration, conducting functional and regression testing to support a seamless transition with zero customer impact.

- Developed and managed functional and regression testing campaigns in Cyara, reviewed campaign reports to identify defects, and collaborated with developers to resolve issues promptly.
- Participated in User Acceptance Testing (UAT) sessions with the client, reviewed business flow documents, and ensured application behaviour met stakeholder expectations.
- Logged and managed test cases and defects in JIRA, contributed to Agile ceremonies, and provided inputs for improving product quality and test strategy.

**COGNIZANT TECHNOLOGY SOLUTIONS**

Bangalore, Karnataka

Intern

Jan 2022 – Jun 2022

- Internship focused on Java, SQL, Avaya Interactive Voice Response (IVR), Amazon Connect, and Genesys Cloud.
- Gained hands-on experience in Amazon Connect, Avaya IVR, and Genesys Cloud technologies.
- Assisted in the design and development of interactive voice response systems.

TECHNICAL SKILLS

Database: MySQL.

CIM Tools: Genesys Cloud, Genesys Pulse, Genesys Engage, Genesys Administrator Extension, Cyara Automation.

CERTIFICATIONS

• Genesys Cloud CX: Professional Certification	Jun 2024
• Cyara Certified Expert – Virtual Agent Testing	Feb 2024
• Cyara Certified Expert – IVR Performance Testing	Oct 2023
• Cyara Certified Expert – CX Monitoring.	Jul 2023
• Cyara Certified Expert – IVR Application Testing.	Jan 2023
• Cyara Certified Expert – Platform Essentials.	Jan 2023

SCHOLASTICS

**SAVEETHA SCHOOL OF ENGINEERING, SAVEETHA UNIVERSITY**

Bachelor of Engineering

Electronics and Communication Engineering

Aug 2018 – July 2022

CGPA 8.56/10

AVOCATIONS

- Sports
- Photography

PERSONAL DOSSIER

Date of Birth	:	22 <sup>nd</sup> October 2001
Language Known	:	English, Telugu
Nationality	:	INDIAN
Marital Status	:	Single

DECLARATION

I solemnly declare that the information furnished above is free from errors to the best of my knowledge and belief.

PLACE: Bangalore

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