N HARSHA VARDHAN REDDY | Programmer Analyst

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CAREER OBJECTIVE

I consider myself a well-rounded individual equipped with the core skills that are needed to thrive in the modern business environment. I have a driven, motivated and a never give up attitude that helps me to overcome problems and issues that seem insurmountable. My current goal is to work for an organization where I can improve my knowledge and contribute the same for its development of it by sharing best practices in the industry.

PROFESSIONAL SUMMARY

- Engineering Professional with 1.9 years of experience in Testing in Contact Center Domain (Pure Cloud & On Prem)
- Experience & expertise in Contact Center, IVR testing (Inbound, Outbound, Voice), Genesys Pure Cloud & On Prem, Genesys components like **GA, GAX, WWE, Pulse** etc.
- Experience in creating **Virtual Queues** and **Schedule Groups** in Pure Cloud.
- Experience in testing Pre-Queue, In-Queue Based & Voice Mail in Pure Cloud.
- Experience in testing the **Agent Desktop**, Agent routing like Queue and Extension Based Routing and validating the Script (Pop UP) in **Pure Cloud.**
- Experience in Validating **agent to agent, blind, Consult, External Contacts transfers & conferencing** in Pure Cloud.
- Experience in **IVR Automation** testing using CYARA.
- Experience & expertise in Cyara Virtual Agent, Velocity Campaigns, Outbound testing & Cyara agent Campaign.
- Experience in creating **Agent behaviours** in Cyara.
- Experience in testing Performance Driven Routing (PDR) based on the Queue KPI's like Average Speed of Answer (ASA), Service Level, and Abandon rate against the VQ.
- Experience in Logs Validation using **SQL, Splunk, Genesys Developer Tool.**
- Hands on experience in Skilling the agents in both Pure cloud and On Prem.
- Experience in Agile Testing, Waterfall Model Testing.
- Experience in testing the IVR in English and Spanish languages.
- Experience in analysing Business, Functional and Technical Specifications. Understanding, Analysing and Streamlining Test Requirements.
- Expertise in writing Test Scenarios, Test Cases from requirements and Use-Cases. Experience in writing Test cases in **Excel, JIRA**, and **Rally**.
- Solid history of discovering errors, resolving defects, and ensuring quality standards are met.
- Knowledge on different types of Testing, Black Box, Smoke, Sanity, Integration, System, Performance, Regression Testing and Full Life Cycle Testing.
- Sound Technical knowledge, excellent exposure, and ability to learn any tool quickly.
- Knowledge on different Levels of Testing (Unit Testing, Integration Testing, System Testing and User Acceptance Testing).
- Familiar with Functional and Non-functional Testing.
- Well versed with Test Documentation (Test Scenario, Test Case, Test Data, and Defect Reporting).
- Knowledge of Software Development Life Cycle (SDLC) & Software Testing Life Cycle (STLC).

PROFESSIONAL EXPERIENCE

Organization	Designation	Duration
Cognizant Technology Solutions (Bangalore)	Programmer Analyst	Jun 2022 – Till Date
Cognizant Technology Solutions (Bangalore)	Intern	Jan 2022 – Jun 2022

PROJECTS

Project #2:

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

Roles & Responsibilities:

- Having good experience in **Genesys pure cloud** testing validating the logs through interactions and testing the agent routing.
- Having good experience in creating scheduled groups and creating the emergency groups for the Queues in Pure cloud.
- Having Good experience in validating the agent routing and screen pop Functionalities.
- Having Good experience in Extension based routing and Queue based routing.
- Analyse the design, identify the gaps and flaws in the call flow and get clarifications from the business users.
- Attending grooming sessions and preparing Test cases and review of peer test case.
- Attended release planning meeting, sprint planning meeting, story sizing meeting, retrospective meeting.
- Executed the call flow test cases and logged defects in Rally.
- Configured WWE and tested from an Agent's perspective. Tested Agent Routing, Agent Transfer, and Ideal Agent Scenarios.
- Configuring GA, GAX to test out different scenarios for performance Driven Routing & Allocator target allocation.
- Executing regression test cases by creating Cyara scripts for the routing flow and executing them in Cyara tool.
- Having Experience in creating and running the **agent campaigns** to test the functionality of the agent.
- Hands on experience in creating and managing the agent behaviours in Cyara based upon the requirements like validating the KPI's.
- Having Experience in Validating and troubleshooting the logs using **Splunk**.
- Good Hands-on experience in Viewing the reports of the agent interactions and analysing the reports for the same.
- Good Hands-on Experience in Creating different **Cyara Virtual Agent Behaviours**.
- Involved in assigning the behaviours to the agents for testing the transfers and for the data validation using Cyara agents.
- Involved in Test Case writing in **Rally** and execution for stories assigned.
- Good Hands-on experience in **agents transfers, Conference and Consult testing** through WWE.
- Creating dashboards in Genesys Pulse for monitoring the Queues with Different KPI's like live call count, ASA

- Having experience in **creating, validating, tuning, and managing** Cyara test cases, including the utilization of the Cyara Prompt Analyzer.
- Having experience in creating and running campaigns for functional and regression testing, as well as in **viewing** and **managing campaign reports**.

Project #1:

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

- Designed and developed automated test scripts using **Cyara**.
- Having experience in **creating, validating, tuning, and managing** Cyara test cases, including the utilization of the Cyara Prompt Analyzer.
- Having experience in creating and running campaigns for functional and regression testing, as well as in viewing and **managing campaign reports**.
- Executed automated test scripts and analysed results.
- Involved in the IVR system testing using **Genesys Pure cloud interaction** and **Agile methodologies.**
- Involved in testing queuing, call transfer, and **skill-based routing**.
- Involved in testing the various feature of Autopay Payment method.
- Assisted in a smooth migration from Avaya to Genesys Pure Cloud.
- Text to speech validations from QA point of view are Tested and verified for Business.
- Involved in testing the application with the client for **User Acceptance Testing (UAT)** Understanding the functional document and flow charts.
- Executing test cases and documented the results and prepared execution documents for the business to sign off.
- Involved in Test Case writing in **JIRA** and execution for stories assigned.
- Involved in End-to-End testing of the Application.
- Developed test plans and test cases based on requirements and specifications.
- Executed tests and documented results, identifying, and reporting any issues or defects.
- Collaborated with cross-functional teams to troubleshoot and resolve issues.
- Participated in the software development life cycle, providing input and feedback to improve product quality.
- Involvement in client meetings for gathering requirements and participating in discussions for clarifications.
- Feasibility checks on new requirements and confirms back to the business about the testing Plan.

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

Programming: Core Java.
Database: MySQL.
CIM Tools: Genesys Cloud, Genesys Engage, Genesys Administrator Extension, Cyara Automation.

CERTIFICATIONS

- Cyara Certified Expert – Platform Essentials.   Jan 2023
- Cyara Certified Expert – IVR Application Testing.   Jan 2023
- Cyara Certified Expert – CX Monitoring.   Jul 2023
- Cyara Certified Expert – IVR Performance Testing   Oct 2023
- Cyara Certified Expert – Virtual Agent Testing   Feb 2024

SCHOLASTICS

SAVEETHA SCHOOL OF ENGINEERING, SAVEETHA UNIVERSITY
Bachelor of Engineering   Aug 2018 – July 2022
Electronics and Communication Engineering   CGPA 8.56/10

AVOCATIONS

- Sports
- Photography

PERSONAL DOSSIER

Date of Birth	:	22nd 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.

Date: 05/24/2024
PLACE: Bangalore   (HARSHA VARDHAN REDDY N)