**N HARSHA VARDHAN REDDY**

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**PROFESSIONAL SUMMARY**

* Engineering Professional with 3 years of experience in Testing for Contact Center Domain (Genesys Pure Cloud & On-Prem). Expertise in IVR Testing, Automation Testing, and Performance-Driven Routing (PDR).
* **Contact Center & IVR Testing:** Skilled in Inbound, Outbound, and Voice testing, including Pre-Queue, In-Queue Based, and Voicemail functionalities.
* **Genesys Pure Cloud & On-Prem Expertise:** Experienced in GA, GAX, WWE, Pulse, Agent Desktop Testing, and Queue & Extension-Based Routing.
* **Automation Testing with Cyara:** Proficient in Cyara Virtual Agent, Velocity Campaigns, Outbound Testing, Agent Campaigns, and Prompt Analyzer for IVR Performance Testing.
* **Agent Routing & Call Flow Validation:** Expertise in Agent-to-Agent Transfers, Consult Calls, Blind Transfers, and External Contacts Conferencing.
* **Performance-Driven Routing (PDR):** Skilled in analyzing Queue KPIs like Average Speed of Answer (ASA), Service Level, and Abandon Rate.
* **Test Management & Defect Tracking:** Hands-on experience with JIRA, Rally, and Excel for writing and managing Test Cases, Scenarios, and Defect Reports.
* **Database & Log Validation:** Strong knowledge of SQL, Splunk, and Genesys Developer Tool for debugging and troubleshooting logs.
* **Testing Methodologies:** Experience in Agile (Scrum), Waterfall, and full SDLC/STLC processes, including Functional, Non-Functional, Integration, Regression, Smoke, and Performance Testing.
* **Cross-Language Testing:** Proficient in testing IVR systems in English and Spanish.
* **Strong Analytical & Technical Skills:** Capable of identifying defects, optimizing test cases, and ensuring quality standards are met efficiently.

**PROFESSIONAL EXPERIENCE**

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| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| **Cognizant Technology Solutions**  **(Bangalore)** | **Associate** | **June 2022 – Till Date** |
| **Cognizant Technology Solutions**  **(Bangalore)** | **Intern** | **Jan 2022 – Jun 2022** |

**PROJECTS**

**Project #2:**

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| --- | --- |
| **Client** | United Health Care Group |
| **Industry** | Health Care |
| **Technologies Used** | Genesys Pure Cloud, Genesys Engage, Cyara, WWE, Pulse, EEMAN Provisioning Tool, 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 & On Prem to Genesys Pure Cloud.

**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 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.
* 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](https://en.wikipedia.org/wiki/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**.
* Involved in the IVR system testing using **Genesys Pure cloud interaction** and **Agile methodologies.**
* Involved in testing queuing, call transfer, and **skill-based routing**.
* 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.
* 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

**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**

* 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 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:**   
**PLACE:** Bangalore (HARSHA VARDHAN REDDY N)