**Manisha Thummanapelli**

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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**

* 3 years of working experience in Contact center and domain as testing and support (Genesys on prem).
* Experience and expertise in contact center, IVR- testing (Inbound, outbound, Voice).
* Experience on NICE and Genesys Workspace Desktop Edition, Genesys Administrator, Genesys Administrator Extension, Genesys Interaction Recording (GIR)/Speechminer, Pulse, Genesys Voice Platform, Enterprise Routing solution (Orchestration Server/ URS), IVR.

**PROFESSIONAL EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| **Cognizant Technology Solutions (Hyderabad)** | **Associate** | **Nov 2021 – Till Date** |

**PROJECTS**

**Project #2:**

|  |  |
| --- | --- |
| **Client** | United Health Care Group |
| **Industry** | Health Care |
| **Technologies Used** | Genesys Engage, Cyara, WWE, Pulse, EEMAN Provisioning Tool, Genesys Administrator Extension, Splunk |
| **Duration** | October 2023 – Till Date |
| **Project Specific Skills** | 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 Experience in Validating and troubleshooting the logs using Splunk.
* Having Experience in IVR and Routing.
* Having Good Hands-on experience in outbound testing.
* 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 behaviors 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 agent’s transfers, Conference and Consult testing through WWE.
* 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.

**Project #1:**

|  |  |
| --- | --- |
| **Client** | American Express |
| **Industry** | Banking |
| **Technologies Used** | Genesys Engage, WWE, Pulse, Genesys Administrator Extension |
| **Duration** | May 2022 – June 2023 |
| **Project Specific Skills** | Genesys engage, NICE |
| **Role** | L3 support |

**Project description:**

Providing 24-hour daily production and technical support to the Enterprise-wide telephony environment.

**Roles & Responsibilities:**

**Genesys**

* Provides Level 1 support for Genesys infrastructure and Operations.
* Support vendor suites for Call Routing, Call Recording, Workspace Desktop Edition, Workforce Management, Outbound Dialer, Voice Response and Genesys Softphone.
* Work with business partners and provide agent support for new migrations to the Genesys platform.
* Work with voice products and integration with other contact center applications, such as servicing portals

**NICE**

* Worked on Nice applications for level 1 & Level 2 support that involves customers or users of Nice software with basic troubleshooting, answering general inquiries, and providing support for any issues.
* Worked on channel Mapping and play back and archiving Issues.
* Handles Tickets and Escalations
* Managing user access Issues.

**TECHNICAL SKILLS**:

|  |  |  |  |
| --- | --- | --- | --- |
| Skill Set | Skill name | Proficiency level | Experience (Yrs.) |
| Genesys Services | Genesys Management Framework, Genesys Voice Platform, Genesys Administrator, Genesys Administrator Extension, Workspace Desktop Edition, SIP Endpoint, Genesys Interaction Recording (GIR)/Speechminer, Pulse, Enterprise Routing Solution (Orchestration Server/ URS) | Practitioner | 2 |
| NICE Engage 6.X | Channel Mapping, Log analysis | Practitioner | 1.5 |
| IT service Management | Service Now |  | 1 |
| Testing Tools | Cyara testing |  | 1.5 |
| Microsoft office skills | Word, Powerpoint, Excel |  |  |
| Programming Languages | Html&CSS, Mysql, Java |  |  |

**SCHOLASTICS**

Malla Reddy Engineering College For Women  
Bachelor of Engineering Aug 2018 – July 2022

Electronics and Communication Engineering CGPA 8.56/10

**CERTIFICATIONS**:

* Cyara Certified Expert – Platform essentials
* Cyara Certified Expert – CX Monitoring.

**Personal Details**

  Date of Birth :      18 October 2000

Address : 2-1-21/1, Ashok Nagar, Sircilla, Telangana, 505301

Languages :      English, Telugu

Nationality :       Indian