**NALLAMANI ULAGANATHAN**

SENIOR CONSULTANT- UNIFIED COMMUNICATIONS AND CONTACT CENTER

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**PROFESSIONAL SUMMARY**

* Professional with 13 Years of IT experience in enterprises unified communication and contact centers.
* Having strong organizational and interpersonal skills
* Experience in working with IT in different functional units on different roles.
* A process-oriented professional with good leadership and mentoring qualities.
* Comprehensive understanding on Avaya Aura Core component like Communication Manager, System and session manager, One-x CES, Aura messaging, Aura Conferencing, Avaya CMS, Avaya SBC, Cisco Unified Call Manager and AWS cloud environment, Cloud based deployment of telecom solution especially on-prem to cloud migration.

**TRAININGS & CERTIFICATIONS**

* AWS – Certified Cloud Practitioner
* ACIS - Avaya Certified Implementation Specialist (Avaya Aura CM 6.x)
* ASPS - Avaya UC Soft Clients (Mobile, Tablet and Desktop softphone)
* CCNA – Cisco Certified Network Associate (Routing and Switching)
* ITIL-V3 Vendor Training with Certification from ASTROWIX
* Skype for Business (Lync 2013) – Online training

**ACCOMPLISHMENTS**

* Worked on deploying and integrating various location for voice communication with Central office which includes 8 manufacturing plants in India and 5 branch offices in overseas locations of HCL’s Client on Avaya platform.
* Worked on 50+ Major upgrade and new deployment which includes Avaya Aura Communication Manager, Session Manager & 1XCES.
* Implemented around 150+ remote sites on Avaya platform of Orange’s customer based at Europe, Russia and United States.
* Implemented 25+ Avaya Contact Center projects across US and EMEA region for DXC Technology (Formerly HPE) Operations
* Worked on migrating about 30+ site from Avaya to Cisco IPT platform including all UC and collaboration services.

**WORK EXPERIENCE**

**Prime Healthcare- Senior Project Manager – Telecom**

* Manage telecom project across multiple facility of Prime Healthcare
* Planning and leading implementations of Avaya voice product and Enterprises Telecom needs
* Prepare a detailed project schedule, baseline the same, manage any changes to ensure on time delivery.
* Requirement gathering and prepare Bill of materials and request vendor quote for the same.
* Meeting with stakeholders and cross functional coordination
* Identify and track risks for all key deliverables and collaborate with the product owner, the selected agency and IT teams on the mitigation strategy.
* Proactively track progress for all key deliverables with the program and ensure to keep the project team aware of any new risks and project dependencies.
* Prepare and deliver weekly status reports and other required communication to ensure the product owner and the stakeholder are continuously informed and aware of the project status.

**Fullbeauty Brands – Senior Telecom Engineer (from Feb 2023 – May 2023)**

Working as senior telecom Engineer. Responsible for implementing and maintaining enterprise telecom and contact center platform on Avaya and verint system.

* Support on implementation of contact center products of Avaya
* Assisting contact center agents and supervisors with technical issue
* Maintenance and troubleshooting of contact center hardwares and application related issue.
* Working on product and applications of Avaya and verint such as Avaya CM, SM, SMGR, CMS, SBC, verint WFM
* Building call flow for new contact center requirements
* Representing call flow diagram on Visio
* Working with carrier side on take back and transfers.

**Betsol LLC July 2022 – Jan 2023**

**IT Project Manager**

* Work closely with product owners and functional leaders to contribute to strategic decisions and ensure that projects are delivering the marketing goals.
* Determine project milestones in coordination with the product owner, and actively measure progress.
* Collaborate with the business stakeholders, development team, and technical architects to oversee the work.
* Work within the business stakeholders, partners, IT development, IT infrastructure teams to anticipate and manage dependencies.
* Identify and track risks for all key deliverables and collaborate with the product owner, the selected agency and IT teams on the mitigation strategy.
* Proactively track progress for all key deliverables with the program and ensure to keep the project team aware of any new risks and project dependencies.
* Collaborate with the scrum master to monitor project metrics for burn-down, sprint capacity, quality, and delivery.
* Prepare and deliver weekly status reports and other required communication to ensure the product owner and the stakeholder are continuously informed and aware of the project status.
* Identify and facilitate the resolution of team staffing conflicts due to changing scope or prioritization to ensure efficient staff utilization.
* Establish a clear communication and change management plan to drive successful program outcomes.

**Infosys Limited. September 2017 – July 2022**

**Senior Consultant- IMS, Unified Communication**

* Working as Lead for implementation of Unified communication projects and SME
* Planning and leading implementations of Avaya and Cisco voice product
* Prepare a detailed project schedule, baseline the same, manage any changes to ensure on time delivery.
* Requirement gathering and prepare Bill of materials and request vendor quote for the same.
* Migration of Unified Communication and Collaboration services from one OEM platform to another OEM platform.
* Validating post implementation of UC and telecom services and coordinate user acceptance test (UAT).
* Working on day-to-day operations that involves in troubleshooting of user issues.
* Looking at opportunities for shift left to transition the newly implemented and existing operations to operational support team.
* Preparing Visio diagram for voice infrastructure
* Coordination with vendors on hardware/software/licenses Order and delivery
* Meeting with stake holders for status review in ongoing projects
* Helping the Operations to keep up the critical Voice/Video/Collaborations services up and running by providing them with proper knowledge transition.
* Providing suggestion to Customer by incorporating with vendors on requirements and solutions.

**TEKSYSTEMS INDIA PVT. LTD. August 2016 to September 2017**

**Senior Avaya Consultant- Global Telecom, Contact Center Administration,** **Client HP Enterprises**

* Working on Projects for building contact center Agent profiles for internal and external customers
* Working on contact center user’s operational issue on ticketing-based service request.
* Administering and troubleshooting in Avaya CM, CMS, and AAM Servers.
* Managing voice recording requests

**AVAYA INDIA PVT. LTD. March 2015 to July 2016**

**Professional Consultant – Unified Communication Core**

* Implementing new Project and implementing changes to customer's voice network (Fresh Implementation and upgrade of Avaya Aura 6.x, 7.x core component like CM, SM, SMGR, CES)
* Review and validate the LLD for implementations.
* Preparation of staging document and implementation script.
* Perform user acceptance test (UAT) to ensure the functioning of all the implemented services.

**ORANGE BUSINESS SERVICES Jan 2014 to Feb 2015**

**Implementation Specialist / Release Manager**

* Based at India’s Major Service Centre of Orange business services, Gurgaon.
* Implementing new Project and implementing changes to customer's voice network
* Review and validate the LLD for implementations.
* Preparation of staging document and implementation script.
* Perform user acceptance test (UAT) to ensure the functioning of all the implemented services.
* Taking care of the Voice implementation projects of Customer based at NAR, EMEA and APAC
* Planning and managing the new release implementation and scheduling maintenance activity on Voice servers and gateways and gateway components.

**HCL INFOSYSTEMS Jan 2012 to Dec 2013**

**Lead - Voice Engineer**

* Deputed in Ranbaxy Laboratories Ltd. corporate office Gurgaon.
* Installing, configuring and troubleshooting Avaya CM, SM/SMGR, SBC, Aura Messaging, One-X CES, Avaya Soft Clients
* Providing basic and extended level support on Avaya IP Telephony.
* Providing Remote Support on Avaya servers and gateways.
* Preparations of user reference guide on usage of newly installed entities and services such as IP phone, voicemail service, mobile application etc.
* Troubleshooting and maintenance of Cisco voice/data platform

**EDUCATION**

* Bachelor of Engineering in Electronic and Communication Engineering from L.V.E.College,

Anna University – INDIA (20006-2010)

**TOOLS AND TECHNICALS**

* Operating Systems: Linux/ Windows
* VM Environment: Avaya AVP, VMware, AWS
* Networking links & Protocols: TCP/IP, LAN, WAN, DHCP, SIP, RTP, Q-Sig, ISDN, E1/T1 PRI, BRI
* Tools Used: Putty, Wireshark, Avaya SDM Client, WinSCP
* Documentation Tools: Win Words/Excel/Visio/Power Point
* Ticketing Tools worked: HPSM, Service Now