

# Boris Livshyts

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## Software Development Professional • Performance Testing • System Optimization and Scalability

- Team lead, an accomplished software professional with over 20 years of experience in software development, performance testing and solution architecture.
  - Expert in developing of multi-platform, distributed applications, simulation environments, testing tools and test automation.
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### Core Competencies

- Software Development Life Cycle (SDLC)
  - Multi-platform Real Time Programming
  - Voice Over IP (VOIP)
  - Web Development
  - Highly-available Distributed Systems
  - Performance and Stress Testing
  - Testing Tool Development
  - Test Data Analysis, Design Of Experiments
  - Solution Architecture Optimization
  - Cloud (AWS, Azure)
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### Technical Skills

#### Programming Languages:

C/C++, Java, JavaScript, Python, HTML/CSS, SQL

#### Protocols and APIs:

TCP/IP, UDP, SIP, RTP, HTTP, REST, CometD, TLib

#### Tools and frameworks

Linux, Windows, Oracle, MSSQL, MySQL, MS Studio, IntelliJ, PyCharm, WebStorm, Selenium, JMeter, Node.js, Angular, React, Mercurial, GitHub, JIRA, Jenkins,

#### Genesys expertise

URS (IRD), ORS (Composer, Designer, SCXML), SIP Server, Outbound (OCS), IVR, GVP, eServices (IXN, Chat, Email, Open Media, GMS), UCS, iWD, GWS, Simulation Tools, Staging, Performance testing, Deployment Sizing

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### Achievements Highlights

- Developed a Simulation SDK for TDM and VOIP telephony (C/C++, Java).
- Developed PBX Switch simulators for Avaya, Alcatel, Cisco, Meridian, etc., that played a key role in facilitating performance testing and staging without expensive equipment. Saved the company >\$20 million. PBX Simulator project that has been productized and generated revenue (C/C++, Java).
- Developed suite for performance testing of Chat, Email, Open Media and iWD solutions (C#, Python).
- Developed a simulation test toolkit designed to simulate different scenarios of interactions between customers, IVR, agents and an application suite. Test toolkit is used across the organization and has been purchased by clients in staging, voice application debugging and performance testing (C/C++, C#).
- Developed a framework that executes set of tests, monitors execution, and collects test results. These results have been used for application's performance model design (C/C++, C#, Python).
- Led development of web based Genesys Deployment Sizing Calculator for premise and cloud (AWS, Azure). The Calculator provides users with optimized applications deployment and required system resources. The tool is used by all Genesys solution architects and partners. Use of the tool reduces the time required for delivering solutions to customers by up to 300% and resource requirement by up to 200% (Javascript, NodeJS, AngularJS, Selenium, and Python).

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## Professional Experience

**Principal Software Engineer, QA Team Lead, Genesys, Daly City, CA** 2012-2020

- Led the Genesys Performance Laboratory (team of 5 engineers)
  - Led development of Web-based tool for Genesys Deployment Planning and Optimization
  - Developed tools and URS strategies that enabled staging and performance testing
  - Developed sizing, resource planning and optimization procedure
  - Prototyping and implementation of new features
  - Maintenance and support of developed tools
  - Applied Design of Experiment (DOE) methodology
  - Managed the execution of performance and endurance testing for each release cycle of Genesys applications
  - Executed staging activity for Genesys's largest customers (Wells Fargo, Fidelity, Bank of America, Citi Bank, etc.)
  - Worked with Solution Architects, Professional Services and Support to address scalability, performance and optimization questions for new and current customers
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## Additional Professional Experience

**Staff QA Engineer, Alcatel-Lucent, Daly City, CA** 2000-2012  
**Senior Software Engineer, Genesys, San Francisco, CA** 1996-2000

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## Location

**San Francisco Bay Area**

## Education

**Dnipro National University of Rail Transport, Dnipro, Ukraine**  
**Bachelor of Science - BS in Computer Engineering**

## Patents

**Computer Simulation of Telephony Systems**  
Genesys, Patent #: 6,205,412, Boris Livshyts

**Methods and Apparatus for Personal Routing in Computer-Simulated Telephony, 2006**  
Genesys, Patent #: 7,031,442 Neyman, Livshyts, et Al.

**Improved Call Center Apparatus and Functionality in Telephony, 2009**  
Genesys, Patent #: EP1013054, Valeriy Issaev and Boris Livshyts

## References

References are available upon request.