Ananth Raghav Mateti

Flat no.201, Plot no.93, Aasharay Guna Sundary Mobile No: 9985191414

Residency, Street No.3, West Marredpally, Email ID: ananthraghav@gmail.com

Secunderabad – 500026.

Career Precis

Pro-active individual with credible people management skills, teamwork and project management skills, quick learner and incorporate learned skills into day to day work assignments by generating innovative ideas and integrating them into desired results.

Aiming to achieve a challenging & successful career where I can make a significant contribution using my innovative ideas, knowledge, skills and experience with the objective of development & growth of the Organization.

ACADEMICS

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| **Degree** | **Year of completion** | **Name of Institute** | **University/Board** | **Aggregate** |
| PGDBM in Marketing and Finance | 2014 | Narsee Monjee Institute of Management Science | Deemed | 65 |
| B.Tech (CSE) | 2009 | Guru Nanak Engineering College | JNTUA | 54 |
| Intermediate | 2005 | Nalanda Junior College | Board of Intermediate Education | 62 |
| S.S.C | 2003 | St. Andrews School | Board of Secondary Education | 65 |

EXPERIENCE

Working for Optum Global Solutions (UnitedHealth Group) from past 4+ years.

Working as Technical Architect/Developer in Platforms on Cisco, Avaya, Genesys Config, Vitrual Hold, Survey Designing, Voicemail creation and customization and business Analyst.

Worked with AGC Networks as Telecom Engineer for 2+ years

Worked with [Deloitte Touché Tohmatsu LLC](https://www2.deloitte.com/jp/en/pages/about-deloitte/articles/audit/audit.html) as QA Analyst for 1+ years

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| TECHNICAL SKILLS | |
| Platforms | Cisco ICM Scripting, CUCM, Configuration Manager, Avaya PBX, SMGR, Genesys GRAT and GA config,Orchestration Design and Scripting, Experience Portal 7.0, Vitrual Hold, Survey Designing, Voicemail creation and customization |
| Database | Microsoft SQL Management studio 2012 |

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| Recent PROJECTS |
| **Projects Worked – Implementing ICM Instances into our system, Migration of new Business into our system and intergration of the servers, Apple Hub Creation, Employee e-services for internal members, CSO HLP members, Special Needs Initiative Program, Transgender Members Policy change and dedicated TFN, Repeat Caller Phase II**   |  |  | | --- | --- | | * **Technologies Used** | Cisco Voice Portal – IVR, Cisco ICM Script Editor, Cisco Voicemail, Avaya PBX, Virtual Hold, AT&T Route IT and other UHG applications like ICNi(alternative for Cisco Call Studio IVR) and Routing Services to Route to respective Business Segments. |  * **Description**   United Health group has a 30 million Dollar account with Apple and hence UHG wanted to setup an in-house Contact centre called **the HUB** with lots of Special programs like the Special Needs Initiative program for special customers who need counselling with Simplified caller experience and Transgender members for TGD customers  The **Repeat Caller project** is an enhanced functionality for Members where the Customers would be prompted with an option to talk to the agent they have spoken to previously. This makes it easier for members to authenticate and route directly to their assigned agent.  We have added 2 new ICM instances in the system where the calls would be routed as per their Line of Business( For example in UHG - Optum/United Health Care)   * + Upgrade to end to end contact center with 40 agents and growing rapidly every year   + Provide a better user experience for costumers with Repeat caller functionality to speak to the previous agent again   + To have a simplified IVR for making it a user friendly IVR experience for the customers to authenticate by the member ID and DOB and route to the agent directly.   + To Route the calls through Genesys Gateways for recognizing the business and sending the calls to the specialized skills using a unique Program Code / Campaign Code.   + Troubleshooting misrouting calls through Incidents and Change Management in ServiceNow and to follow the ITIL Service model.   + Migration Projects from one Node (LOB) to another. * **My Role (Technical Architect/Business Analyst, Developer, Implementation)**   Analysing the Requirements, design with the Business and developing the callflows in ICM script editor, creation of Survey and Voicemails as per business requirement.  To create VDN’s, Vectors, Skills Agent ID’s Station ID’s Supervisor Roles and Service Hours in Avaya PBX  To create Surveys, Voicemails, Virtual Contact centre agent ID logins for screenpops  Creation of new TFN’s and Terming TFN’s from ATT Route IT  Creating variables, Admin scripts, Routing Scripts adding new Services, Skills, Translation Routes, Peripheral Gateways and Return Destination for Survey.   |  | | --- | | Previous Work Experience | |

**Telecom Engineer- Avaya Global Connect (AGC Networks)**

Worked on Avaya Products like Avaya Aura Experience Portal, Orchestration Design and Scripting, Proactive Interaction, Tomcat Implementation and Deployment, Installation and Deployment of AVP Linux Servers, Troubleshooting and analyzing logs.

Projects worked on – **NRMA Motor Insurance (Queensland Australia)** end to end setup of Contact centre and screenpops of agents desktops. **IBM HR Services** – End to end Contact solutions with IVR and IEX servers installation and Integration for their HR products like Payroll, Separation’s etc. **Bluedart Logistics Services (Bangalore)** Design and Delivery for their IVR services and customize their callflows as per business requirements.

**QA Analyst - Deloitte Services Pvt. Ltd.**

Worked on e-learning application SABA which is used by employees within the organisation to pursue certain mandatory trainings and certifications used for organisational purpose and all the courses which are available in the SABA application have a price/score/credits associated with it and that helps in achieving the goals of an employee/individual in his/her growth in the organisation.

**Roles/Responsibilities**: QA/Functional Analyst and Admin for the application where we create solution documents and present it to the Onshore counterpart to further show it to the business and get the sign off and then make the necessary customisations/Developments in the SABA application and that would be understood and tested and given sign off to move it to Prod.

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| ACHIEVEMENTS |

* Received Multiple Rewards and Recognition from Business and Higher Management for the Delivery Excellence shown throughout the year.
* ITIL Intermediate Trained and Certified.

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| PERSONAL TRAITS |

I feel responsibility of my actions. I am hard working and believe in “Progress through learning”.

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| PERSONAL DETAILS | |
| Name | Mateti Ananth Raghav |
| Father’s Name | Dr. M Satyanarayana Rao |
| Languages Known | English, Telugu, Hindi |
| Reference | To be published on Request |
| DOB | 07 Sept 1987 |

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| DECLARATION |

I certify that the information furnished above is factually correct and subject to verification.

**Place:**    
**Date: (Mateti Ananth Raghav)**