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| Ananth Raghav Mateti +919985191414 | |
| Role | Sr. Voice/Data Network Specialist |
| Years of Experience | 7.5 years |
| Summary | Development on Contact center Applications like **Cisco Script Editor**, **Dialog Designer, Orchestration Designing and scripting** using eclipse on Cisco, Avaya products, M3 Designer (Aspect product), Creation of Campaigns like DialX Screenpop (Quickpop), Microsoft LYNC and on Database servers(Microsoft SQL Management).  Functional Testing after development (SIT and UAT) along with the client.  Installation, implementation and troubleshooting **Avaya Voice portal, Communication manager, Call management system.**  Analyzing logs of different applications using different monitoring tools (Weblogics) that helps in troubleshooting issues.  Creating call flows for Contact Center business processing in Genesys Composer.  As a functional team make changes to the system as requested by the member firms.  Also part of Reports team to pull reports for the Member firms from the backend and creation of tables. |
| Educational Background | * **Post Graduate Degree in Management(Marketing and Finance)** * **Bachelor of Engineering–Computer Science** * **Higher Secondary School** |
| Healthcare Domain Experience | 2+ years |
| Tools and Technology | Language & Technology  • Telecom Software development and Networking(Avaya and Cisco)  Architecture & Design Methodology  • SIP and H.323 architecture in Avaya  SDLC for development process and guidelines  Agile Scrum  Servers & Tools  • Avaya Gateways  HP Gateways  Polaris servers  Others (Please specify)  • Genesys Conversation manager   * Composer tool |
| Skills and Certifications | * ICM script editor * Orchestration Design and scripting * PMP * ITIL * Blackbox testing * CM, CMS |
| Key Projects | Role: Projects – Engineer  • Having interaction for project handling including UAT, gathering requirement, mapping client requirement.  • Worked maintenance of third party system integration using (Application Server, ISDN, and H.323 Protocol and SIP). Experience in requirement analysis, capacity planning, support and development.  **Project Name:** IVR Development & Maintenance, CCI maintenance  **Clients:** NRMA motoring Insurance (Australia)  **Environment:** Avaya Orchester Designing Tool, UNIX, Servlet, Sql/PLsql, Sql server 2005, ORACLE database 10g  **Description:**  **IVR:** There are various IVR portal where user calls & interact with agents.  **My Role:**   * Understanding the client requirement. * Coding for application. * Deployment of the new applications using Apache tomcat. * Modification of flow process as per requirement from customer. * Troubleshooting issues reported by client & provide solutions. * Designing and implementation using database interaction.     **Projects:**  **Environment:** VXML, Servlet, SQL Server 2005,Pl/Sql,  **Description:**  **Tatasky IVR application Development:**  To design the callflow of the application with various members and their respective memberships.  **Features:**   * User can subscribe to their favorite packs. * User can become gold, silver or a platinum member. * Accessible in various languages and dialects (customized per region) * User can take top up.   **My Role:**   * To develop the south indian package * Coding for application. * Designing and Implementing the Database of the application.   Analyzing and testing the source code for desired functionality of the software application. |
|  | **Project Name:** HR IVR Callflow Development for HR operations executives.  **Clients:** IBM (India and Africa)  **Environment:** Avaya Dialog designer tool, UNIX, Java(Core java), Servlet, Sql/Plsql, Sql server 2005, VXML.  **Description:**  **IVR :** There are various IVR portal where user calls & interact with each other.  **Quickpop:** AGC developed tool which gives the UUI information to the HR representatives.  **My Role:**   * Understanding the client requirement. * Coding for application. * Designing and implementation using database interaction. * Installing AES and quickpop applications at HR executives desktops. * Deployment of application at the server. |
|  | Project Name: **Tatasky IVR application Development:**  To design the callflow of the application with various members and their respective memberships.  **Features:**   * User can subscribe to their favorite packs. * User can become gold, silver or a platinum member. * Accessible in various languages and dialects (customized per region) * User can take top up.   **My Role:**   * To develop the south package * Coding for application. * Designing and Implementing the Database of the application. * Analyzing and testing the source code for desired functionality of the software application. |
|  | Project Name: VCC migration from ICM instance 1 to ICM3  Role:   * To develop call flow * Test the scripts till the requirement is met.   Description:  The Intelligent call management acts as the backbone to support and improve the health industry in UHG. We use ICM script editor to design the call flow for all the individual business UHG handles.  Project Name: VCC node migration from One Node to another  Role:   * To migrate agents to a new node   Description:  The Intelligent call management acts as the backbone to support and improve the health industry in UHG. We use ICM script editor to design the call flow for all the individual business UHG handles. |
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