Pacharla Hemanth Kumar
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Software Engineer

Carrer Objective

I Aspire for a challenging position in a professional Organization where I can enhance my professional skills and strengthen my performance in alignment with the Organization's motto. I am a self-motivated achiever with an ability to plan and execute.

Professional Experience Summary:

Overall, 2+ years of experience in IT. I have predominantly worked on the **Kore.AI** and **Genesys** Applications. This entire experience involves development and maintenance exposure. I am currently with Cognizant Technology Solutions Ltd as Associate.

EDUCATIONAL DETAILS

Degree & Institute	Percentage/CGPA	Year
Bachelors in Electronics & communication Engineering (ECE) & Saveetha University	8.1	2018-2022
Board of Intermediate Education & Sri Chaitanya Junior College	89.2%	2016-2018
Board of School Education & Sri Vivekananda High School	9.3	2016

TECHNICAL SKILLS

Domain	Technologies
Operating Systems	Windows, Linux
Programming Languages	Java, JavaScript, SQL, Html
Cloud	AWS, Genesys cloud, Genesys Engage, Azure
Testing Tools	Cyara, Apache JMeter
Monitoring Tools	Splunk, Service now
Contact centers	Kore.Ai

PROJECT EXPERIENCE SUMMARY

Company	Business Application	Designation
Cognizant	Kore.AI	Associate

REPRESENTATIVE PROJECT EXPERIENCE

Industry	Health Care
Company	Cognizant
Duration	August 2022 – June 2024
Skills	Kore.ai, JavaScript, Genesys Administrator (GA), Splunk, NMS, Service Now, Cyara, Apache JMeter, Java

Project Description :-

Kore.AI is a contact center tool solutions are used to deliver end-to-end customer and employee experiences from automated to human-assisted and to build generative AI enabled applications and it reduces the need of Live agents and give quick response to users without any delay.

Responsibilities:

- Proficiency on creating bots for contact centre Platform Requirements using Bots across different channels.
- Automated the Scripts by using JavaScript.
- Proficient in creating chat bots by using JavaScript.
- Worked on Apache JMeter for load testing.
- Worked on Ansible Tower for Health Check Reports , reboots & maintenance.
- Test Case Creation and executing using Cyara tool for testing and cross-skilled on Training .
- Worked on Cyara and having experience in using Data Driven, Cruncher, Tags and running campaigns.

- Worked on Cyara pulse for monitoring the production.
- Strong Technical background in Conversational AI design in contact centers and enterprise Virtual assistants
- Solid knowledge on Conversational AI solutions, voice and text based conversational flows for virtual agents or virtual assistants
- Strong knowledge in Software development life cycle and agile delivery methodologies
- Worked on automation testing tools like Cyara, Ansible and NMS for NLPS, recognizer & vocalizer services in Genesys Engage.
- Deployed the bots using Linux scripting in servers and manually published the bots.
- Experienced in different tools Splunk, New relic & service now.

Certifications:-

• Kore.Ai Certified: Basic
• Kore.Ai Certified: Advanced
• Kore.Ai Certified: Bank Assist
•Java for Beginners: Learn python programming (Udemy)
•AWS Certified Cloud Practitioner (Udemy)

Personal Details:-

Father's Name	Pacharla Subbaiah
Mother's Name	Pacharla Krishnaveni
Date of Birth	06-05-2000
Permanent Address	Pileru, Chittor, Andhra Pradesh, India - 517214
Language Known	Telugu, English
Marital Status	Single
Gender	Male
Nationality/Religion	Indian
Interest & Hobbies	Playing Cricket, Movies, Fitness.