

# Setti Mani Venkata Chaitanya

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## CAREER OBJECTIVE:

To work in a challenging and dynamic environment, which gives me an opportunity to add value to the company and enhance my knowledge and Continuous development of upgrading knowledge by execution of vested responsibilities by the organization with loyalty and integrity.

## Synopsys:

- Possess 3.0 years of experience in Information Technology and Application Support.
- Knowledge on E-services, outbound components, Reporting components, Genesys Routing components on Linux and Windows servers.
- Troubleshooting of various components like Genesys SIP server, URS, MCP, Web Server Framework components using logs.
- Expertise in Genesys clients like CME, SCI, GA.
- Skilled in Contact Centre Technology with multiple applications such as Genesys, IVR and NICE Call Recordings.
- Adept in Understanding and analysing the different applications.
- Handling Data Base Queries, Server, Application installations & Issues, System & LAN Issues.
- Maintaining core application components (including Genesys Database, CTI, IVR (Interactive Voice Response), and Aspect servers) stability - restarts etc.
- Have good Knowledge on Genesys soft phones (IWS).
- Troubleshooting and fixing any issues related to the Call centres – specific to Genesys.
- Maintaining Project Documentation.
- Involving in patching activity on monthly scheduled basis.

## **WORK EXPERIENCES:**

**Company:** Blankbot Technologies Pvt.Ltd.

**May 2019 – Sep 2022**

**Role:** Associate Consultant

### **Roles &Responsibilities:**

- Supporting multiple applications in contact Centre and day to day use for business.
- Worked on Agent Soft phone/Hard phone issues and escalating them based on issues
- Monitoring, Analyse and resolve failures of the Genesys Applications.
- Adding and Creating agents profile with sample id/mirror id.
- Performing Genesys/Verint validations.
- Creation of Agents and Extensions with Mirror account in Genesys and Verint
- Monitoring for the different Contact centre applications for sound health of the applications and Server.
- Working on Agent Real-time Reports on CC Pulse.
- Troubleshooting Connect Source, Salesforce and CRM issues
- Adept in Understanding and analysing the different applications.
- In depth knowledge of Contact Centre application Genesys Framework.
- Providing Inbound/Outbound access to agents.
- Worked on Adding agents and providing inbound access on respective groups
- Responding to the Service Requests created by the customers in response for technical support delivered within SLA.
- Troubleshooting Interaction Desktop outbound/Authentication/headset issues
- Performing Genesys/Verint validations.
- Worked on the Genesys Framework, SCI, CME, Genesys URS, T-server, Stat servers
- Worked on the Genesys CTI servers patching for both Windows and UNIX servers.
- Worked as Admin for providing Inbound Access and Adding agents to CC Pulse groups and Reporting to the Middleware team for the IVR Function verification.
- Performing Genesys Health checks and troubleshooting L1 support issues.

### **Applications Involved:**

- Interaction Workspace/Workspace Desktop Edition
- Verint
- CME/SCI/GA/GAX
- Interactive Voice Response (IVR)

### **Technical Skills:**

- **Contact Centre Tools:** Genesys Framework, T-servers, URS, Virent, Configuration Manager Environment and Solution Control Interface, GA, GAX, Interaction Desktop, Inbound.
- **Database:** Microsoft SQL Server 2008

### **Education:**

- Bachelors of Arts in GITAM University - 2017.

