**Location:** MACQUIRE PARK

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Description automatically generated

**Pravin Sagare**

Tech Manager

**Email:** ps0055589@techmahindra.com

Results-driven Contact Center Technology Specialist with extensive expertise in large-scale migration and optimization projects for enterprise environments. Proven track record in managing and deploying complex, multi-site solutions for over 8,000 users, integrating with CRM systems, workflow management tools, third-party applications, and advanced multi-site deployment strategies.  
Technical Proficiency: Skilled in a broad array of technologies, including NICE CXOne, Cisco UCCE, UCCX, CUCM, IVR design, speech analytics, call recording, and skills-based routing. Adept at harnessing these platforms to enhance operational efficiency and deliver exceptional customer experiences.

**Skill Details**

* **Cisco UCCE Functionality of Components** - 4/4  
  Primary Skill - ⭐⭐⭐⭐  
  Exp: 15 yrs | Last used: 2024
* **Hospitality CRM / Contact Center** - 4/4  
  Primary Skill - ⭐⭐⭐⭐  
  Exp: 15 yrs | Last used: 2024
* **rest api** - 4/4  
  Secondary Skill - ⭐⭐⭐⭐  
  Exp: 5 yrs | Last used: 2024
* **Process Consulting** - 4/4  
  Secondary Skill - ⭐⭐⭐⭐  
  Exp: 5 yrs | Last used: 2024
* **Project Management** - 4/4  
  Primary Skill - ⭐⭐⭐⭐  
  Exp: 10 yrs | Last used: 2024
* **Deliver Project and Program Management** - 4/4  
  Primary Skill - ⭐⭐⭐⭐  
  Exp: 10 yrs | Last used: 2024
* **Flexibility** - 4/4  
  Primary Skill - ⭐⭐⭐⭐  
  Exp: 15 yrs | Last used: 2024
* **Cisco WebEx CC(Cloud) Functionality of Components** - 4/4  
  Primary Skill - ⭐⭐⭐⭐  
  Exp: 6 yrs | Last used: 2024
* **Cisco WebEX Calling Cld Architecture & Call Flows** - 4/4  
  Primary Skill - ⭐⭐⭐⭐  
  Exp: 5 yrs | Last used: 2024
* **Digital Transformation in Telecom** - 4/4  
  Primary Skill - ⭐⭐⭐⭐  
  Exp: 15 yrs | Last used: 2024

**Experience**

* **Tech Mahindra** - 14 year(s) 10 month(s) (14.8 year(s))  
  **Tech Manager,**    
  14 year(s) 10 month(s) - (14.8 year(s))  
  Jan 2010 to Present

* **Wipro Technologies.** - 2 year(s) 7 month(s) (2.6 year(s))  
  **Sr. System engineer,**    
  2 year(s) 7 month(s) - (2.6 year(s))  
  May 2007 to Jan 2010

* **IT Source Indiatech Pvt Ltd.** - 1 year(s) 8 month(s) (1.7 year(s))  
  **Telecom engineer,**    
  1 year(s) 8 month(s) - (1.7 year(s))  
  Sep 2005 to May 2007

**Education**

* **Dr . C . V Raman University**,   
  BACHELOR DEGREE - Sep 2014
* **Dr . C . V Raman University**,   
  Bach. of Comp App - Sep 2014
* ,   
  Diploma - Mar 2001

**Projects**

* **Optus Infra - SSAM-TechMahindra**01 Feb 2024 - 31 Dec 2025
* **Optus Infra - SSAM-TechMahindra**01 Jun 2018 - 31 Dec 2025
* **Amlin corporate services INFRA-TechMahindra**21 Oct 2013 - 02 Mar 2021
* **ATT\_TSA-TechMahindra**02 Jan 2010 - 31 May 2022
* **ATT\_TSA-TechMahindra**25 Jan 2010 - 31 Jan 2011

**Certifications**

* **(640-802) CCNA** CISCO  
  11 Oct 2024
* **(642-436) Cisco Voice over IP** CISCO  
  11 Oct 2024
* **(642-642) CISCO - QOS** CISCO  
  11 Oct 2024
* **(642-446) CUC Telephony Part 1** CISCO  
  11 Oct 2024

**Awards & Achievements**

* **customer award** - OPtus  
  01 Jun 2024
* **pat on the back** - Tech M   
  01 Oct 2023
* **Star Award** - Tech M   
  01 Jun 2016
* **Customer award** - ATT  
  01 Mar 2014
* **Best Team Lead** - Tech M   
  01 Mar 2014
* **Bravo** - Tech M   
  01 Oct 2004

**Geographies**

* US
* Australia
* APAC
* India
* UK

**Languages**

* **English** - Full Professional
* **Marathi** - Native/Bilingual
* **Hindi** - Full Professional