**UDAY AKULA**

A self-motivated individual with professional experience in ITIndustry onCisco Voice - UCCE, Active Directory and Configuration Management, looking to explore new technical knowledge for professional advancement and be productive in results

**PROFESSIONALSUMMARY:**

* Overall 7+**years**’ Experience with various Cisco Voice Products including Unified Contact Center Enterprise, Customer Voice Portal, Communications Manager, Unity, and Unity Connections.
* Sun Certified Consultant
* Expert in implementing Cisco UCCE, ICM, CVP, CTI/CTIOS, Call Manager.
* Working on Cisco UCCE (7.0, 8.0, 9.0, 10.5), CVP, CUCM, CUSP, CISCO GATEWAYS and CISCO PGW.
* Expert in Aspect Unified IP solutions, ACD, Verint Impact 360 solutions, IVR, Call Center Reporting.
* Experience with requirements analysis, architecture, resource and time management, design, code implementation, quality assurance, documentation and integration.
* Expertise in leading and working with diverse vendor relationships.
* Expert in integrating Cisco CTI with CRM.
* Strong technical skills and knowledge of the Telecommunications/Information Technology industry worldwide.
* vof professional experience in IT Industry on Active directory – Server Administration in various environments of Windows servers with Active Directory Services, Software Configuration Management on both Linux/Unix, Windows environments.
* Proven experience of **migration projects to Cisco UCCE from Avaya and Norte.**
* Experience in migration, deployment, patching and troubleshooting of windows diff. servers - Domain Controllers in Active Directory.
* Expertise in creating Group policy for User Drive Mappings
* Assisted in designing, implementing and evaluating applications, systems and utilities relevant to Active Directory Domain services
* Avaya Platform Experience (CMS, AES, CM, ACD), VDN contact center
* Expertise in Active Directory design and support - Group Policy Object, Active Directory Schema, Organization Unit, LDAP, Sites, Replication, etc.
* Familiar with protocols like **LAN/WAN, HTTP**, and TCP/IP
* Experience in configuring DHCP, DNS & File servers, running Profwiz to do client migration, scripting etc.
* Monitoring connectivity, synchronization, replication, net logon, time services, FSMO roles, AD schema, NTDS database partitions, DNS settings, SRV records, and Trust relationships.
* Administration of user Accounts, Groups, Resources, Security, Backup strategies in window Servers 2003/2008R2/2012
* Good understanding of **Agile Culture (Scrum/Sprints/Iterations**) in Agile SDLC.
* Proficient in **SCM** practices using MS Build, ANT, and Team Foundation Server (TFS 2005/2008/2010)
* Experienced in setting up project baselines, branching, merging and taking regular backups of the source in **SVN, GIT, TFS, CVS,** and **Perforce**.
* Extensive exposure to **Configuration Management** policies and practices with regards to SDLC along with automation of scripting using BASH/Shell, Ruby and Python scripting.
* Have Migration experience in moving Code from one version control tool to another.
* Actively participated in Release Board Meetings, QA Compliance Reviews, Peer Reviews and other routine QA coordination activities (at all stages of the Software Development Life Cycle).
* Experience with Chef Enterprise Hosted, On-Premise and Open source in installation, bootstrapping nodes, writing recipes, uploading cookbooks to **Chef Serve**r.
* Experienced in trouble shooting, configuring and deploying enterprise applications in Apache Tomcat, Web Sphere, **and BEA Web Logic and Tomcat** as well extensive experience in using **Continuous Integration**.
* Experience in **Cloud Watch** to monitor metrics on EC2, EBS, **Elastic Load Balancer**and triggering Auto Scaling instances based on the time-demand or load-demand spikes
* Experience in deploying and managing **OpenStack** cloud components
* Configured Terraform to build infrastructure in AWS (Amazon Web Services)
* Managing networks and storage in OpenStack platform.
* I am also knowledgeable on **Cloud technologies** including Infrastructure as a Service, Platform as a Service, and Software as a Service providers (IaaS, PaaS, and SaaS)
* Troubleshooting of database performance related issues in MySQL and Oracle.
* Very quick in learning new technologies and a good team player working with Project Managers, Architects, Team Leads, Developers, Business Analysts, Testers.
* Developed and tested storage strategies and disaster-recovery plan for large manufacturing company's operational database, delivering solution that guaranteed recovery performance and high availability.
* Perform capacity planning for the Cloud and Experience on Compute, Networking & Storage infrastructure.

**Technical Skills:**

* **CISCO Tools**: Cisco IPCC Enterprise,Cisco Unified Communications Manager (CUCM),Cisco Unified Presence,SIP Proxy Server, Content Services Switch,Voice Gateways & VXML Gateways,Peripheral Gateways,Cisco CTI,Verint Impact 360
* **System Management:** Microsoft Active Directory, Microsoft Exchange Manager
* **Systems**: Windows Server 2000/2003/2008R2/2012R2, Windows7, Windows Vista, Windows XP
* **Networking**: DNS, WINS, DHCP, TCP/IP, FTP, MOM, SCOM, SMTP, SOAP, POP, HTTP and HTTPS
* **Command line Tools**: DS Query, AD Find, DS Get, DC Promo
* **Build-Automation Tools**: Apache Ant, Maven, Jenkins, MS Build, Docker, Chef, Puppet, Nexus and Visual Build
* **Version Control**: CVS, GIT,Clear Case, TFS, CVS, SVN, GIT and Perforce
* **CI Tools**: Jenkins, Bamboo,Visual Studio Team Services, Build out
* **Testing Tools**: Sonar Qube, Selenium, Cucumber, Web Driver and JUnit
* **Database**: MS Access, MySQL PRO, MS SQL Server 2000. SQlPlus, MS Access& Cassandra
* **Platforms**: Windows Variants, Linux, UNIX.
* **Web Technologies** : HTML, Java Script, XML, Applets, JDBC Servlets, JSP, SOAP

**PROFESSIONAL EXPERIENCE:**

**Client: Benefit Mall–Dallas, TX Feb’2016 – Present**

**Cisco Voice Engineer**

**Responsibilities**:

* Deployed a **Datacenter** and replicated the same **configuration** in the **DR**
* Facilitated discussions with internal clients to understand departmental telephony needs, recommended process improvements, and documented requirements.
* Functioned as customer technical liaison.
* Coordinating with engineering teams on operational system expansion.
* Providing technical assistance to third-party and client operational staff.
* Configuring reporting server and **CUICserver** along with vendors and assisted in contact center reporting issue.
* Facilitating switching and routing configuration work.
* Co-ordinating with vendors, technical teams and users for Phone related issues and dispatch hardware’s to Clients.
* Configuration and troubleshooting **UCCEcomponents**.
* Avaya Contact center support , Avaya Platform Experience (CMS, AES, CM, ACD)
* Building Avaya extension ,VDN ,Vector and troubleshooting Issues.
* Responding to **IPT** engineering problems by detailed procedure of troubleshooting and diagnosis of **IPT** domain.
* Cisco **IVR** Design, Implementation, Administration and **ICMScripting**
* Resolving networking issues in **IPT** engineering applications by diagnosis and troubleshooting at Level 3.
* Working and coordinated with different team during the design phase of the IVR project.
* Implementing different route-out scenarios along with the testing team.
* Maintaining and patched all **CVPservers** along with deployment of **IVR** applications
* Monitoring and update **Cisco IP** phones and extensions as needed.
* Delivering on-site engineering support and handled specialized IP telephony equipment.
* Helping internal contact center managers with issues related to Verint recording.
* Set up new hire employee’s (agent) from phone, ctios desktop.
* Setup employees in **EVR**,**QM**, Advanced scorecard, and viewer and trouble shoot Verint (**EVR**) issues.

**Client: Walmart, Bentonville- AR Aug’ 2015 – Jan’2016**

**CISCO UCCE Consultant**

**Responsibilities:**

* Supported multi-site production **Cisco Call Enterprise Manager 4.X, UCCX (IPCCX) Express 4.X, Cisco Emergency**
* Used reporting tools as **CUIS/CUIC for reporting**
* Used **ICM for Scripting.**
* Implemented international call restrictions to reduce toll fraud.
* Integration with E911 system for our corporate buildings.
* Implementation of Witness voice recording software.
* Monitored **UC & UCCE** system and components.
* Performed **VOIP UC & UCCE sector** configuration and service administration
* Worked on Incident, Problem, and Change Management.
* Troubleshooted & provided L1, L2 supports for all **UC** or **IPT & UCCE issues**.
* Configuration of IP Phones, Extension Mobility profiles, End user profiles, Voice mail profiles.
* Troubleshooted Incidents (Tickets) to ensure day to day business issues are resolved in a timely fashion.
* Implemented change requests for UC applications and work along with vendors/ client wherever change coordination are required.
* Implemented Cisco solutions such as **Cisco CUCM, Unity Connect**.
* Cisco Contact Center Enterprise 8.5 Design, Implementation, Administration and **ICM Scripting**
* Resolved networking issues in **IPT engineering** applications by diagnosis and troubleshooting at Level 3.
* **Cisco Unified Contact Center ICM Scripting** including Custom scripting to solve complex business problems
* **Cisco Unified Contact Center Express Scripting**.
* Performed ongoing research of new products in increased functionality, usability, and reliability of the Cisco VoIP system.

**Client: Wells Fargo, MN Sep’2014 – July 2015**

**CISCO UCCE/IPT Consultant**

**Responsibilities:**

* Working on **Cisco UCCE ICM scripting**
* Development of routing and admin scripts as per login
* Responsible for the Day-1 implementation, configuration and support of various CISCOUnified Communication products
* Configuration of variables, Call types and Dial Numbers
* Handle and co-ordinate in roll outs for different regions and businesses
* Working on PoC of **Call routing simulator project** for simulation of routing logic scenarios for large call flows
* Cisco **IPT** Design, Implementation, Support, Administration for **Unified Communications Manager**
* Cisco IOS Telephony Router Configuration and Implementation
* Performing systems upgrades as **IPT/UCCE Engineer**
* Performs analysis of complex**UCCE call flow designs** and executes all phases of project delivery including Design of call flow, development of IVR, implementation and handover
* Final validation checking for project rolls outs before cutovers from Avaya to **Cisco ICM scripting**
* Design validation of call flows and reviewing Cisco ICM call flows
* Cut over testing with end to end team before go live
* Building **ICMscripts** for different line of business with complex logic
* Creating design collaterals and leading team for **UC/UCC projects**
* Performing VOIP Cutover to convert old local site based routing to new centralized SIP Trunking.
* Configuring Route Patterns, Route partition, Calling Search Space, Translation patterns, SIP Trunks, CUCM Group, Device pool, AAR configurations changes, and SNR setting changes.
* Converting MGCP based VG224 to SIP based VG224. Removing old configs and adding new SIP based configs both in CUCM side as well VG224 IOS side.
* VOIP Gateway configs – T1 link, Trunk, dial-peer configuration changes.
* Provide Technical Support For **IP Telephony** Solutions for **Existing UCCE Expansion Projects**
* Performed primary programing in ICM for migration from Avaya to IPCC, then to UCCE
* Maintained business routing rules and implemented in **ICM**
* Responsible for integration to **WFM** and call **recording platform**
* Responsible for integration with **NuanceIVR** and **CVP**. Also responsible for CTIOS
* Troubleshooting & fixing if any issues on SIP site cutover.
* Taking requirements for different line of business and implementing in Variant for recording
* Training new resources for **Cisco UCCE, ICMscripting** and **contact center.**

**Client: Pranava Technologies, India Jan’2013 – June 2013**

**Active Directory & Lotus Domino Administrator**

**Responsibilities**:

* Managed around 100 **Servers** running Windows Server 2003
* **RAIDconfiguration**, Server Integration, Server installation, Server Hardening, VA closures
* Windows Server 2003 Active Directory management
* Installed and **configured** Domain controllers running AD **Integrated** DNS
* Createdand managed users and groups
* Created and managed OUs
* **Configuredaccount**/password policies
* Created and managed**Active Directory** sites and services
* Customized the settings using **GPOs**
* Deployed software packages using Active Directory
* Automated Active Directory tasks using VBScripts
* Backed up the Infrastructure Servers
* Windows Vista/XP Deployment using **WDS** and WAIK
* McAfee Antivirus Server installation and administration
* Deployed Lotus **Domino** 8.5 and Lotus Sametime 8.0 Infrastructure
* Lotus Domino 8.5 and Lotus Sametime 8.0 Installation and Configuration
* Registered/Managed and Monitored Lotus Domino and Sametime Servers
* Created and managed Groups
* Created/Managed and Monitored Lotus Domino **Clusters**
* Created and monitored Domino Server Replication
* Resolved Mail routing related issues
* CustomizedWebpages and **Databases** using Lotus Domino Designer 8.5
* Managed ACLs
* Set up Single Sign-On Sometime Services and Managing their Communities

**Client: HSBC Group -India June 2009– Dec’2012**

### Role: IT Security Analyst

### Department: Information Security & Fraud Risk

**Process : LAN Administration (HBAP, HBME) & Global Identity Management system**

**Responsibilities:**

* Worked as an Information **Security Analyst** - Access management providing assistance to Bank employees & extending support to the US, UK and whole Middle East viz Iran, Iraq, Jordan, UAE, Pakistan, Egypt, Bahrain
* Creation of user ID’s and providing them with relevant rights on domain using ARS (**Active Directory Tool**).
* Performed tasks like adding / removing and managing user accounts, giving permissions on share drives and applying group policies
* Responsible for providing Lotus Notes, **Citrix**, AS400, VPN, HUB, Safe boot support.
* Monitored External drive access and usage through the Sanctuary device control Monitor
* Handled crucial incidents through the Incident management procedures, Investigation-diagnosis and resolving the issues within agreed SLA’s.
* Monitored servers globally using Citrix and **ESS ADMIN** (creation and deletion of admin accounts).
* Recertification of **risk applications** and accounts across HSBC Globally using **Aveksa tool**
* Instrumental in providing Training to the new joiners’ and sharing process and Technical knowledge
* Attended quality review meetings with business and process owners
* Completed the work of providing network security on AS/400 systems for protecting the files
* Providing security support for distributed computer systems
* Created a centralized system to protect from unwanted network corruption
* Performed the task of diagnosing and resolving technical problems in internal resources
* Planned as well as preparing detail practices and procedures on various technical processes
* Maintained firewall administration, network security, intrusion detection, and virus protection
* Determined security alarms and preventing and controlling network intrusion

**Education Qualification:**

* Bachelors Technology from Jawaharlal Technological University, India.