Subbu S
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subbus04

Seeking a virtuous position in an organization where I can apply my skills and knowledge to enrich my career and the company's growth in positive aspects.

Professional Experience Summary

- **6.1 years** of experience in IVR design and development in **Genesys** and **Avaya** Platform in banking sector.
- Having experience in **Genesys pure cloud Architect**.
- Good skills in **MCP**, **SIP** servers and Application log analysing and troubleshooting the issues.
- Having knowledge in Core Java and Java EE platform with **JDBC**.
- Experienced in implementing secure solutions using **HashiCorp Vault** for database password handling and static secrets management as well as **Liquibase** for database version control.
- Worked on RED HAT OpenShift Container Platform(**OCP)** and **Azure Kubernetes** service (**AKS)** for CI/CD deployment process.
- Worked on **Azure DevOps** for Work item logging, Support ticket creation,etc.

SUMMARY OF WORK EXPERIENCE

Designation	Name of the Employer	Timeline
Software Engineer	Gad-A-Get Computers , Chennai	Dec 2018 to June 2022
Senior Software Engineer	TeleApps India Pvt LTD, Chennai	June 2022 to Jan 2025

TECHNICAL SKILL

Domain	Technology
On-Prem Solutions	Genesys Pure Cloud Architect, Composer,Avaya Orchestration Designer,Routing, Reporting
Programming Language	Java, VXML, GRXML JavaScript, JSON
Telephony Technologies	SIP, VoIP, CTI
Database Management	Oracle 11g, Oracle 19c, Liquibase
IDE	Eclipse, SpringToolSuite(STS)
Cloud Platforms	Geneys Cloud, Azure Devops, Azure Kubernetes, REDHAT OCP
Security	HashiCorp Vault, Password Handling, Secrets Management
Web Server	Tomcat, Websphere
Project Management	Agile, Jira

PROJECT EXPERIENCE SUMMARY

Project	Client	Role	Technologies
1)Singapore 2)Bahrain	Standard Charted Bank(SCB)	Genesys IVR Developer	GenesysCloud Architect,Eclipse,Orchestration designer,AEP,Java,CTI Data, SQL, Web service.(Rest Service)

Description:

➢ Created the main module and multiple reusable modules.
➢ Implemented complex module like customer identification via debit card, credit card number, and account number, and customer authentication via OTP, APIN, and TPIN.
➢ Account listing and prompting account details based on the API response.
➢ Handled CTI data using UUID and displayed CTI data on the CTI popup screen after call transfer.
➢ Implemented HashiCorp Vault for database password handling and static secrets management.
➢ Implemented Liquibase for database version control, ensuring smooth database updates and version tracking.
➢ Participated in end-to-end project lifecycle, from requirements gathering to deployment.
➢ Provided technical support and training for internal teams, ensuring smooth operation of IVR systems.

Project	Client	Role	Technologies
Qatar WFM	Qatar Airways	Java Developer	Eclipse, Orchestration designer, SQL, Web service.

Description:

➢ Scope of the project is Avaya analytics shares the data to Verint WFM by uploading the .csv files to a shared location for every 15 min where the Verint WFM retrieves the data from the shared location.
➢ In-between this function there is a script that is being run manually to modify AHT, Occupancy and service level fields.
➢ Delivered three schedulers for the workforce management system, contributing to enhanced efficiency and timely project completion.
➢ Automated and optimized workforce scheduling processes, improving resource management.

Project	Client	Role	Technologies
1)Guardian GPT 2)Guardian DTC	Guardian Life Insurance	Genesys IVR Developer	Eclipse, Composer, Nuance(NDM),GRXML, SQL, Web service.

Description:

- The scope of the project is getting SSN, DOB and other info from customer and authenticate to provide there need.
- Lead the team for call flow development.
- Getting input by using GRXML in DTMF mode.
- IVR plays the customer input for there confirmation.
- And finally if customer need route the call to agent.

Responsibilities:
- Designed Viso diagram based on the requirement.
- Designed the application and created major call flows and Voice grammar files in Genesys Composer.
- Worked on web service part of request and response from the services.
- Unit testing has been implemented for the developed call flows and Bug fixing.
- Worked on deploying the application onto development staging and production servers.

Certification:

- · HashiCorp Vault Certification (Udemy)
- · Liquibase Certification (Udemy)

EDUCATIONAL DETAILS

Courses	College/ School Name	Year of Passing
B.E Computer Science Engineering	Valliammai Engineering College	2018
Diploma in CSE	P.S.B. Polytechnic College	2015
SSLC	M.C.C HSC School	2012

PERSONAL DETAILS

Date of Birth	04-12-1996
Gender	Male
Father's Name	S.Swaminathan
Mother's Name	S.Sowbakyam
Languages Known	English, Tamil (Read and Write)

DECLARATION

I hereby declare that the above-said factor all true to my knowledge. I assure you that I will do the best of my service and will grow with the company.

Date :   S.Subbu

Place : Chennai