

Magesh Kumar Raja

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Having 4.6 years of experience in development and maintenance and troubleshooting exposure using eServices, Genesys Platform and CRM Integration.

Professional Experience Summary:

- Experience in Genesys WDE customization and PureCloud development (Voice,Email, Chat) .
- Genesys Platform implementation experience in Inbound, Outbound and eServices (Voice,Email and Chat)
- Experience in troubleshooting development and production problems across multiple environments in WDE, Genesys PureCloud. Effectively Provided root cause analysis through engagement with internal and external stakeholders.
- Achieved delivering on-time with quality projects and products using the appropriate agile project management methodology.
- Have knowledge and skilled in analyzing logs of Genesys, Interaction Server, Chat, E-Mail server, T-Server.
- Skilled in using UI tools like WDE, CME, GA and Genesys PureCloud.
- Ability to work in tight schedules and on different application concurrently.

EDUCATIONAL DETAILS

Title of the Degree with Branch	College/University	Year of Passing
Master of Computer Application (MCA)	Loyola College (Autonomous),Chennai	2014- 2017
B.Sc Computer Science	Sacred Heart College (Autonomous),Thirupattur	2011- 2014

SUMMARY OF WORK EXPERIENCE

Dates	Organization	Designation
Jul 2017 – Nov 2018	Gadget Solutions	Trainee Software Engineer
Nov 2018 - Present	Pointel Solutions (I) pvt ltd	Software Engineer

TECHNICAL SKILLS

Domain	Technologies
Operating Systems	Windows, Linux
Programming Languages	JavaScript,C#,ASP.NET MVVM,Angular JS.
Genesys Environment	Genesys Framework upto 8.5 and PureCloud
eServices	Interaction Server, Email Server, Chat Server, UCS and GMS
Contact Center Tools	Genesys Administrator, CME
Log Analysis Tools	Kazimir
Knowledge Areas	VSTS,SVN,GitHub,VisualStudio Code,JIRA,AWS S3 Bucket

PROJECT EXPERIENCE SUMMARY

Client	Business Application	Technology	Role
Prudential Financial	Genesys Softphone Adapter	AngularJS, Javascript	Senior Developer

INDUSTRY :		Insurance, Investment, Management.
CLIENT :		Prudential Financial.
DURATION :		Feb 2021 – Till date.
ROLE :		Development, Architect.
PROJECT SPECIFIC :		Genesys cloud softphone adapter.

Project Description :

Prudential Financial is a Life Insurance and Annuities, LINK by Prudential is an umbrella marketing name for various subsidiaries of The Prudential Insurance Company of America. Investment advisory products and services of LINK by Prudential are made available through Pruco Securities, LLC, (sometimes referred to as “Pruco”) doing business as Prudential Financial Planning Services, pursuant to separate agreement. Prudential LINK and LINK by Prudential occasionally may be referred to as LINK..

It is a Genesys pure cloud softphone adapter which supports a voice, callback, chat channel integration. It adapter can easily be integrated with any CRMs.

Responsibilities:

- Developed voice integration for genesys pure cloud softphone.
- DataTable Configuration of Genesys PureCloud.
- Creating and Assign for People, Phone, Queue, Wrapup, Roles.
- OAuth and custom application integration .
- Analyzing logs for troubleshooting.
- Performing code review and unit testing without any issues. Integration with REST service.
- Performing production issue tracking and maintenance in IVR applications.

PROJECT EXPERIENCE SUMMARY

Client	Business Application	Technology	Role
Prudential Financial	ServiceNow Adapter	Genesys, Loggers, NDM, NADM, SOAP WebServices, Visual Studio	Senior Developer

INDUSTRY :		Insurance,Investment,Management
CLIENT :		Prudential Financial
DURATION :		Oct 2021 – Till date.
ROLE :		Design, Development and Troubleshooting, Application support
PROJECT SPECIFIC SKILLS :		JavaScript,ServicePortal,JellyScript,Open FramAPI.AgenWorkspace

Project Description :

Prudential Financial is a Life Insurance and Annuities, LINK by Prudential is an umbrella marketing name for various subsidiaries of The Prudential Insurance Company of America. Investment advisory products and services of LINK by Prudential are made available through Pruco Securities, LLC, (sometimes referred to as “Pruco”) doing business as Prudential Financial Planning Services, pursuant to separate agreement. Prudential LINK and LINK by Prudential occasionally may be referred to as LINK..

ServiceNow CRM is Integrated with Genesys PureCloud / WDE application, used to handle interactions (voice, email, chat) and Create/Retrieve records from ServiceNow for interactions.This integration is used for HelpDesk.

Responsibilities:

- Analyzing the customer's requirements and providing the estimation.
- Developing record create and popup based on requirements -Integration with REST service.
- Integration with datatable configuration for purecloud and CME configuration for WDE.
- Performing code review and unit testing without any issues
- Preparing deployment plans and supporting UAT & Production releases.
- Performing production issue tracking and maintenance.

PROJECT EXPERIENCE SUMMARY

Clients	Business Application	Technology	Role
Anthem,VISA,CapGroup,LFG,Guradian	Salesforce Adapter	NET 4.6, WPF, C#, Genesys Framework	Developer

INDUSTRY :	Financial,Investment
CLIENT :	Anthem,VISA,CapGroup,LFG,Guradian
DURATION :	May 2018 – Aug 2019
ROLE :	Development and production
PROJECT SPECIFIC :	Interaction Management,T-Server, Email Server,UCS,

Project Description :

Salesforce CRM is Integrated with Genesys WDE application, used to handle interactions (voice, email, chat) and Create/Retrieve records from Salesforce for that interactions.

Responsibilities:

- Analyzing the customer's requirements and providing the estimation.
- Developing record create and popup based on requirements -Integration with REST service.
- Integration with CME for configuration.
- Performing code review and unit testing without any issues
- Preparing deployment plans and supporting UAT & Production releases.
- SIT and UAT Bug fixing; Coordinate with onshore & internal Development team.

PROJECT EXPERIENCE SUMMARY

Client	Business Application	Technology	Role
Anthem	HPSM Adapter	.NET 4.6, WPF, C#, Genesys Framework	Developer

INDUSTRY :	Health insurance
CLIENT :	Anthem
DURATION :	Oct 2018 – Apr 2019
ROLE :	Developer
PROJECT SPECIFIC SKILLS :	Interaction Management,T-Server, Email Server,UCS,

Project Description :

HP Service Manager CRM is Integrated with Genesys WDE application, used to handle interactions (voice, email, chat) and Create records from HPSM for that interactions.

Responsibilities:

- Analyzing the customer's requirements and providing the estimation.
- Preparing high level design documents.
- Developing query string popup based on requirements.
- Integration with CME for configuration.
- Performing code review and unit testing without any issues
- Preparing deployment plans and supporting UAT & Production releases.

PROJECT EXPERIENCE SUMMARY

Client	Business Application	Technology	Role
UPMC	UPMC WDE Customization	.NET 4.6, WPF, C#, Genesys Framework	Developer

INDUSTRY :		Electric Utilities
CLIENT :		Southern California Edison
DURATION :		Feb 2018 – Apr 2019
ROLE :		Developer
PROJECT SPECIFIC SKILLS :		Interaction Management,T-Server, Email Server,UCS,

Project Description :

This project performs record creation and pop-up with formed query string to web based application which is based on genesys environment

Responsibilities:

- Developing to enable configured channel selection in agent workspace.
- Integration with CME for configuration.
- Performing code review and unit testing without any issues
- Preparing deployment plans and supporting UAT & Production releases.

Personal Information:

Father Name:	S.Raja
Mother Name:	R.Manjula
Date Of Birth:	08th Feb, 1993
Marital Status:	Married
Language Known:	Tamil,English
Permanent Address:	410/E1 church street,old solur,Ambur Tirupattur District-635814

Declaration:

I hereby declare that all statements made in this resume are true, complete and correct to the best of my knowledge and belief.

(MageshKumar.R)