



Contact Center Technology Architect

MANIKANDAN JEYARAM

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PROFESSIONAL SUMMARY

- Experienced Solution Architect with 15 years of expertise in the design, hands-on implementation and on-going support of enterprise-scale customer experience solutions across multiple partner platforms. Customer-focused and forward-thinking with a passion for the design and integration of technologies to provide innovative customer experiences.
- Result-driven leader with proven track record of strong strategic vision, delivery, and ability to manage Contact Center Technology teams
- Firm ability to research, analyse and translate complex business and technical information, providing the team with the best direction to move forward.
- Extensive experience in Genesys Digital Experience Solutions (Email, Chat, ChatBot and VoiceBot) Workflow development using IRD and Composer (SCXML), Genesys IVR call flow development using GVP composer and Designer (GAAP).
- Genesys Platform implementation experience in Inbound, Outbound and eServices (Email and Chat) in both On-premise and Cloud environments
- ChatBot (Google Dialog flow) development and integration with Genesys Platform.
- Genesys Workspace Desktop (WDE) and Interaction Workspace (IWS) Development, Customization & Configuration
- Genesys Reports configuration and customization in Pulse and Infomart.
- Experience in designing and developing rules application using Eclipse (GRDT). Deployed and configured the rule packages in GRAT.
- Experience in troubleshooting development and production problems across multiple environments in Genesys Contact Center solution components. 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.

AREAS / APPLICATIONS

➤ Contact Center Implementation – Solution Domain across Industries

- Design and implementation of Contact Center solution based on the project requirements
- Coordinate and Manage the Contact Center solution installation and deployment
- Supporting RFPs with Cisco and Genesys Contact Center solution design, approach, effort and cost
- Presales and licensing upgrades, quotes for new projects, create Statement of Work (SOW), Proof of concept demo, develop cost and pricing model with options.

➤ Project/Program Management

- End to End Project Management of SDLC & Migration Projects
- Handling Projects with Multi-Vendor/Multi Ethnic cross-functional teams
- Manpower/ Resource Management
- Customer Relationship Management
- Managing Contracts and designing response to customer RFPs

➤ Service Delivery Management & Production Support

- Incident, Change & Release Management of mission critical applications/systems
- Business Continuity Planning and Disaster Recovery
- Managing Production Support for High Availability Applications using ITIL framework
- Application Capacity Planning
- Enterprise Command Center operations – Monitoring services

CAREER PROFILE

Company	Designation	Period
Cognizant Technology Solution (CTS)	Senior Manager / Senior Technology Architect	Jul 2017 to Till Date
Pointel Inc	Genesys Consultant	Feb 2015 to Jun 2017
Tata Consultancy Services (TCS)	Assistant Consultant / Solution Architect	Jul 2006 to Jan 2015

PROFESSIONAL QUALIFICATION

Course	University/Institution	Year
Bachelor of Engineering (BE)	Anna University / P.S.G College of Technology, Coimbatore, Tamilnadu, India	2006

TECHNICAL SKILLS

Genesys Solution	
Genesys Framework	Genesys Framework 7.6, 8.1 and 8.5
Orchestration Platform	ORS and GRE
eServices	Interaction Server, Email Server, Chat Server, ChatBot, VoiceBot, UCS Classification Server and GMS
Inbound	SIP Server, URS, Statistical Server and UCS
GVP	RM, MCP, Reporting Server, ASR, NDM and NADM
Outbound	OCS,OCS Manager and GA Outbound Admin
Reporting	ICON, Infomart and Genesys Interactive Insights
Clients	CME, GA, GAX, iWS, WDE, GAD, SCI, Knowledge Manager, CCPulse and Genesys App Automation platform Designer
Trouble Shooting Tools	Kazimir, Myzimir and Wireshark
Linux Tools	Putty and Winscp

Contact Center solutions	
Amazon Cloud	AWS Cloud, Amazon Connect
Cisco	Cisco Contact Center Solution Design
Aspect	Aspect Dialer Solution and Campaign Management
Contact Center Testing Tools	Cyara, Empirix Hammer, Postman for API validation
Bot Development	Google Dialogflow, Amazon Lex and Alexa
Composer Development	VXML and SCXML
IDE	Eclipse

PROFESSIONAL CERTIFICATION

S. No	Certifications
1.	Genesys eServices 8.5 consultant certification
2.	Genesys Voice Consultant certification
3.	International Software Testing Qualifications Board Certified Tester (ISTQB-CT)

ONSITE ASSIGNMENTS

Client	Project	Location
Payment Services (BFS)	IVR Self Service application development and Dialer Implementation	Phoenix, USA Brighton, UK
All Industry Verticals	Contact Center Solution design and implementation of Genesys, Cisco and Aspect Dialer platforms	North America and EMEA regions

GENESYS SOLUTION IMPLEMENTATION

Client	Solution	Components
Airline Vertical	Genesys Inbound Solution and Genesys eServices Solution	Genesys 8.1 configuration and management framework, SIP Server, UCS, URS, Stat Server , GVP MCP, GVP RM and GVP Reporting Server, WDE, GA, GAX
Utilities Vertical	Genesys Outbound Solution	Genesys 8.1 configuration and management framework, SIP Server, UCS, URS, Stat Server, OCS, WDE, GA, CCPulse

PARTNER ENGAGEMENT

- Worked along with Genesys PS team and System Integrator (SI) vendors for solution design, implementation and migration of many engagements across different industry verticals.
- Worked with Cisco to obtain Authorized Technology Partner (ATP) certification for Tata Consultancy Service (TCS)

AWARDS AND ACHIEVEMENT

- Received **“Best Solution Design Award”** from Cisco at Bangkok Partner Summit event.
- Received **“Customer Hero Award”** from Life Science Client VP for successful project migration and End users training.
- Received **“Achiever of the Year Award”** from TCS Contact Center CoE Head for closure/winnings of many RFPs in North America region.
- Received **“Delivery Excellence Award”** from TCS Delivery Managers for successful delivery of the mission critical and complex projects.
- Received appreciation from Pointel Chief Executive Officer (CEO) for products development, team management and involvement in Organization development activities.
- Received many appreciations from clients for successful project delivery.

TRAINING / CONFERENCE ATTENDED

- Genesys and Cisco Contact Center applications Implementation and Support Training from Product OEM.
- Genesys and Cisco Partner Tech Summits.
- Amazon Cloud, Amazon Connect Technical Training.

GENESYS / CONTACT CENTER PROJECT & PRODUCT EXPRIENCE

Project : **ConneX - Contact Center Artificial Intelligence (CCAI)**
Customer : **Payment and Merchant Services**
Role : **Contact Center Architect**

Description: The scope of the project is to build an Artificial Intelligence platform which integrates with Genesys Contact Center solution to provide enhanced customer experience through Self Service Bot and Agent Assist solution. Extend CCAI platform to offer analytical reports, real time sentiment analysis and customer journey mapping for Agents, Business and Leadership team to have better insights of the customer interaction.

Responsibilities:

- Conceptualize the solution framework based on the business requirements and prepare high level architecture diagram.
- Prepare technical design document and develop Bot (Chat/Voice) workflows.
- Perform Proof of Concept (PoC) with different AI vendors (Microsoft, Google, IBM Watson and Amazon).
- Configuration / Integration of Speech To Text (STT) Docker for STT conversion.
- Machine Learning model using Python.
- Develop CCAI Application Interface for customer journey mapping, Sentiment analysis and administration.
- Design and Develop micro services using Vert.x framework and integration with Genesys PSDK for real time data analytics of Contact Center application metrics.
- Extract and Ingest the Contact Center data to downstream applications using Shell and Python scripts.

Project : **Genesys Inbound Voice, Email, Chat and AWS Cloud migration**
Customer : **Life Science**
Role : **Genesys Architect**

Description: The scope of the project is to migrate the legacy IVR applications from Avaya CM to Genesys Inbound Voice and migration of email from Microsoft Exchange to Genesys eServices. Contact Center platform migration from On-Premise environment to AWS cloud environment. Integration of Genesys WDE with mainframe application for CTI screen pop-up.

Responsibilities:

- Genesys Solution components design and integration with contact center systems and applications.
- Migrate the Genesys contact center applications to Cloud (AWS)
- Develop new voice and email call flow design, documentation, templates to support contact center deployments within best practices

- Perform installation, configuration, scripting and testing of the contact center and IVR applications.
- Provide technical review and input on upgrade and migration strategy
- Generate various status reports for the senior management and clients to enable effective decision making
- Perform patches / upgrades to Genesys applications

Project : Genesys Contact Center Implementation
Customer : Airlines Industry
Role : Genesys Architect

Description: The scope of the project is to implement Genesys Voice and Email solutions to replace legacy Avaya platform. Deployed Business processes to handle email interactions with features includes email health checkup, screening rules, email account categorization, business hours check, auto response, auto acknowledgment, skill based routing, transfer, external forward for email collaboration, QA process, email redirect, Agent private and Supervisor shared work-bin, escalation process and Junk email process. Deployed voice strategies to handle inbound voice interactions based on customer segment, skills, hours of operation and business requirements.

Responsibilities:

- Design and Implementation of Genesys 8.x solution for voice and Email channel
- Develop business process and strategies using IRD
- Implementation of Genesys Real Time and Historical Components (Pulse, GIM and GI2)
- Genesys Agent Desktop (WDE) installation and configuration
- Provide training to Agents and Supervisors on WDE and GAX user interface for Agent Desktop features and Agent administration.

Project : Genesys Upgrade and IVR Migration
Customer : Utility (Power and Gas) Industry
Role : Senior Technical Lead / Genesys Consultant

Description: The scope of the project is to migrate Genesys 7.6 platform to 8.5 version and develop the call flows using Genesys Composer.

Responsibilities:

- Analyze the business requirements and prepare technical design document.
- Implementation of Genesys 8.x solution
- Migration of IVR Application from Call Studio to Composer based to be compatible with GVP
- Coordinate with customer and manage IVR team for Call flow development activities

Project : **Genesys eServices Implementation (Chat and Email)**
Customer : **Banking and Financial Services**
Role : **Technical Lead (Consultant)**

Description: The scope of the project is to implement Genesys eServices (Email and Chat) solutions. Design and develop business process to handle the email and chat interactions. This business process includes email health checkup, business hours check, auto response, auto acknowledgment, skill based routing, transfer, external forward, screening rules and chat transcript to email.

Responsibilities:

- Participated requirement gathering sessions and prepared technical design document.
- Deployed Interaction, Email, Chat, Web API, Classification Servers and Knowledge Manager.
- Design, develop and test business process and strategies for Email and Chat.

Project : **Aspect Dialer Implementation**
Customer : **Payment and Merchant Services**
Role : **Senior Software Developer**

Description: The scope of the project is to migrate the Dialer application from legacy Unison / Conversion Dialer system to Aspect Unified IP Dialer for better campaign management and improve service quality for customers.

Responsibilities:

- Migration of Dialer applications from Conversation Dialer (Legacy) to Aspect Unified IP Dialer and ECM.
- Design, develop and implement Aspect Dialer API for Contact Center Agent Desktop Interface based on the project requirements.
- Integration of Agent Desktop application with Dialer functionalities.
- Support production issues on Aspect Unified IP Dialer (UIP) and Aspect Enterprise Campaign (ECM).
- Configure and develop Aspect ECM & UIP automation scripts for campaign execution based on business requirements.
- Develop automation scripts for download and upload customer data for Dialer campaign management.

Product : Simulated Test Automation and Monitoring Portal (STAMP)
Role : Product Owner and Senior Technical lead
Technology : Nuance ASR/TTS and .Net
Customer : Deployed for major clients in USA

Description: STAMP is an automation testing tool for Contact Center applications to enable the users to perform Unit / System Integration / User Acceptance / Performance / Load testing before Go-Live. Tool can be leveraged to monitor Voice, Email and Chat applications in real time in the production environment. STAMP provides an easy to use web interface to schedule Voice / Email / Chat interactions to check the health of the production environment before the issues are reported or experienced by Customer.

Responsibilities:

- Analyze end user needs and conceptualize the product features.
- Design and Lead the technical team to develop features in IVR Automation Testing tool.
- Demonstrate product features to Customers.
- Deploy, Customize and Support for various customers across USA.

Personal Information	
DOB	26/05/1985
Nationality	Indian
Marital Status	Married
Passport No.	Z3577890
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