MANIKANDAN ARUMUGAM

☎ +91-9003114179

✉ mani1987kan@gmail.com

CAREER OBJECTIVE

I am an experienced in IVR development with domain knowledge in Contact Center Solutions on Genesys Platform. Seeking challenging assignments that would provide opportunities to nurture my technical skills and become an asset to the organization.

EXPERIENCE SUMMARY

- **Senior Consultant** in **Infosys Pvt Ltd** from **MAR-2018** to till.
- **Software Engineer** in **SmartConnect Technologies** from **AUG-2015** to **MAR-2018**.
- **Software Engineer** in **IBM India Pvt Ltd** from **SEP-2014** to **DEC-2014**.
- **Engineer** in **Lattice Bridge InfoTech Pvt Ltd** from **JUL-2008** to **SEP-2014**.

TECHNICAL SKILL SUMMARY

- **IVR - Platform** : Genesys, Envox 7.1, LB Studio.
- **Genesys Products** : GVP, ORS, URS, SIP, EServices
- **CTI** : Intel Dialogic, Donjin Keygoe, Genesys Framework.
- **Signaling** : ISDN PRI, SS7.
- **Web/Application Server** : Apache Tomcat 7.0, IIS
- **Database** : IBM DB2, Oracle8i/9i, 10g , SQL Server
- **Languages** : Java script, Java, VXML
- **Development Tools** : Eclipse IDE, Composer, IRD, GRAT, LB Studio ID.
- **Operating systems** : Windows, Linux
- **Automation Testing** : Cyara

EDUCATIONAL QUALIFICATION

- **Bachelor of Computer Application B.C.A** from Madras University, Chennai.

- **Diploma in Computer Technology** from Government Polytechnic DOTE, Chennai

PROFESSIONAL SUMMARY

- ➢ Overall 12+ years' experience in **Telecom domain** and **Contact Cent**.
- ➢ 8+ years' experience in various IVR Call flow development tools.
- ➢ 5+ years of experience in Genesys development & Framework across all the channels.

Genesys

- ➢ Playing a key role in different lifecycle stages like requirement gathering, analysis, design & coding, testing support, deployment and overall release tracking.
- ➢ Interact with clients and requirements like performance, scalability, reliability, availability, maintainability.
- ➢ experience in **Composer(VXML & SCXML)** and **IRD** Development and Migration of Genesys Solutions like Inbound, Outbound, Routing and eService's(Email & Chat).
- ➢ Troubleshooting Issues on **SIP**, **T-Server**, **ORS**, **URS**, **Stat Server**, **MCP**, **Chat Server**, **Email Server**, **Interaction Server**, and **OCS** Logs.
- ➢ Having additional work experience in Genesys **GAX**, **PULSE**, **SCI**, **CME**, **GA**, **UCS**, **OCM**, **GRAT**, **GRE**, **GMS**.
- ➢ Developed and implemented end to end call flow applications.
- ➢ Intensely involved in Design & Development of voice routing strategies Using Composer Workflow, call flow, GRAT and IRD tool.
- ➢ Developing GVP and ORS application and supported in DEV / UAT and PROD environment.
- ➢ Preparing technical documents like **LLD**, **HLD**.
- ➢ Proficient in developing **Waterfall**, **Agile** methodology.

WORK SUMMARY

Company Name	: **Infosys Pvt Ltd**
Project Title	: Voice & Multimedia
Client	: ABN AMRO
Environment	: Voice, Email, Chat, Outbound
Development Tools	: Composer, Workflow GRDT, GRAT
Other UI's	: Bitbucket, ServiceNow, Jenkins, Nexus, JIRA Agile
Team Size	: 5
Methodologies	: Agile
Role	: Genesys Developer
Location	: Amsterdam, Netherlands

List of business lines are migrated from Avaya Telephony and Genesys inbound and outbound. Integrated Self-Service provides touch-tone access, integrates with live agents to identify and resolve customer requests.

Responsibilities:

- ➢ Development of IVR Application(VXML & SCXML) through Composer and Build the Routing Logic.
- ➢ Development of Chat Application and various outbound dialling application through Composer

- ➢ Migrating list of business lines from **Avaya Environment** to **Genesys SIP.**

- ➢ Creating list of rule Templates using **GRDT** and business rule packages using **GRAT** and deploy these rules into **GRE**

- ➢ Proficient in troubleshooting ORS, URS, MCP, Stat Server, SIP Message, T-server, Chat Server, Interaction Server logs

- ➢ Creating deployment documents to deploy higher environments.

- ➢ Creating **ServiceNow** request to deploy higher environments.

- ➢ Using **Bitbucket** repository to handle source code.

- ➢ Using **Nexus** repository to handling version control and automation deployments.

- ➢ Involving daily scrum call updates and facilitate the scrum events for our team.

- ➢ Involving **CI/CD** pipeline to managing automation deployments.

- ➢ Development of various outbound application with Progressive ,Preview and push preview dialing modes.

- ➢ Development of Async chat application as per business requirement through Composer and Build the Routing Logic.

Project Title   : Inbound Voice & Multimedia
Client   : Welsh Water
Environment   : Voice, Email, Chat, Outbound, SMS
Development Tools: Composer, GRDT, GRAT
Team Size   : 7
Methodologies   : Waterfall
Role   : Genesys Developer
Location   : Chennai, India

       IVR routing application is built on the Genesys platform across all the channel in Genesys and default, dynamic and blending routing concepts

Responsibilities:

- ➢ Development of IVR Application(VXML & SCXML) through Composer and Build the Routing Logic.

- ➢ Development of Chat ,Email, SMS and various outbound dialling application through Composer and Build the Routing Logic.

- ➢ Creating GMS callback application application through Composer

Company Name   : **Smart Connect Technologies**
Project Title   : Inbound Service
Client   : SriLankan Airlines
Environment   : Genesys Call flow, IRD
Team Size   : 3
Role   : Genesys Developer
Location   : Bangalore, India

IVR application is built on the Genesys Voice Platform which offers customers a blended experience across inbound, Integrated Self-Service provides flight arrival and departure details, and customers can book a tickets and make a payment with their credit cards,

Responsibilities:

- ➢ Analysis and design with respect to business requirements.
- ➢ Development of IVR Application through Composer and Build the Routing Logics
- ➢ Testing the application in real time environment.
- ➢ Deploy the application and Support.

Project Title   : Inbound IVR
Client   : **BFL**
Environment   : Genesys Voice Platform, IRD
Application Server   : Tomcat 7.0,
Team Size   : 1
Role   : IVR Developer

IVR application is built on the Genesys voice Platform which offers customers a blended experience across inbound and outbound, self, or agent-assisted calls. Integrated Self-Service provides touch-tone access and integrates seamlessly with live agents to identify and resolve customer requests.

Responsibilities:

- ➢ Analysis and design with respect to business requirements.
- ➢ Development of IVR Application through Composer Call flow
- ➢ Development of Routing strategies in IRD
- ➢ Testing the application in UAT and Realtime environment.
- ➢ Proficient in troubleshooted MCP, RM, URS, SIP Message and TServer Logs.
- ➢ Proficient in important CME Set-up of Agent, Switches, VAG, VQs, DNs, Skills, Statistical Tables, Statistical Days, Transaction List, Business Attributes, Persons.

Company Name	: **IBM India Pvt Ltd**
Project Title	: MetLife Universal Life II
Client	: MedLife Insurance
Environment	: QC
Team Size	: 5
Role	: IVR Testing Engineer
Location	: Mumbai, India

The MetLife Four Life application incorporates the functionality of four currently existing life insurance applications, one speech (MetLife Life) and three DTMF (New England Financial (NEF), General American (GenAm), and MetLife Universal Life II (ULII)).   It will allow callers to hear information about their policy.

Responsibilities:

> ➢ Test Case writing and Test Case executing.

> ➢ Upload the test cases in QC.

> ➢ Rise and close defect as per testing.

Company Name	: **Lattice Bridge Info tech Pvt Ltd**
Project Title	: Outbound Service, Inbound Service
Client	: DU Telecommunications**,**
Environment	: Envox 7.0, IBM DB2 9.5
Team Size	: 2
Role	: IVR Developer
Location	: Dubai, UAE

Du dialer will make proactive outbound calls to customer and inform about their offers on the availability period, based on the information and offers flow will change for every month. Reports need to share the clients about connected, busy and no answer calls.

Responsibilities

> ➢ Analysis and design with respect to business requirements.

> ➢ Development of IVR Application through Envox.

> ➢ Deploy the application and Support.

> ➢ SPOC of the project

Project Title	: CUSTOMER CARE (Toll Free Numbers-50777, 140,111, 124)
Client	: Vodafone India Pvt Ltd
Environment	: Envox 7.0, Nuance 9.0 , IBM DB2
Team Size	: 1
Role	: IVR Developer
Location	: Chennai

Vodafone customer care provides complete free enquiry for the prepaid and postpaid customers. The previous state was like the customer had to call the customer care and listen through the entire IVR and then press the required choice. This project dealt with fully ASR based interaction with the server.

Responsibilities

- Analysis and design with respect to business requirements.
- Development of IVR Application through Envox.
- Testing the application in real time environment.
- Deploy the application and Support.

PERSONAL PROFILE

Father Name	:	P. Arumugam
Date of Birth	:	19-11-1987
Permanent Address	:	No-44, Thangal Karai Street, Easwari Nagar EXTN, East Tambaram, Chennai -600059 Tamilnadu, India
Marital Status	:	Married
Nationality	:	Indian

PLACE:
DATE: [MANIKANDAN ARUMUGAM]