**HARISH THULASIRAM**

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# Plot No 4, Vishnu Nagar 1st lane, Tambaram West, Chennai, TamilNadu – 600045.

**PROFILE SUMMARY & OBJECTIVE**

Having over 11 years of experience in software development primarily around Java and Genesys technologies, have good understanding on various SDLC phases across verticals. Thereby looking forward for a suitable role to best showcase my abilities and to learn and grow hand-in-hand with the company.

**EXPERIENCE SUMMARY**

* Have good experience in Java full stack development.
* Have good experience in architecting micro services and development for various migration projects.
* Have good experience in developing projects/products using web technologies.
* Have good experience in playing a lead roles.
* Have good experience in managing on-shore and off-shore teams.
* Have experience developing projects using software development processes like Agile and waterfall.
* Possess good demonstrative abilities which includes interaction with clients.
* Have experience in conducting interviews as a part of recruitment drive conducted by my employer.
* Expertise in troubleshooting and analyzing issues.
* Have good experience in product development and R&D.
* Possess excellent interpersonal, communication and analytical skills with demonstrative abilities in customer relationship management.

**GENESYS EXPERIENCE**

* Certified Genesys Cloud Architect Associate [GCA-GC].
* Have good experience in developing projects/ products using Genesys PSDK for various channels.
* Have good hands-on experience in designing/configuring of business processes and workflows.
* Have experience in developing and managing IVR solutions for various verticals.
* Have experience in designing IVR & routing flows using composer.
* Have good experience in developing end to end workflows using Composer.
* Have experience in installing and configuring e-services components.
* Have good triaging logs on issues related to voice and non-voice call flows.

**CAREER PROFILE**

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| **Organization** | **Designation** | **Period** |
| Cognizant Technology Solutions | Manager - Projects | 28th May 2020 – till date |
| Pointel Solutions India Pvt Ltd | Technical Lead | 29th March 2010 – 13th May 2020 |

**PROFESSIONAL QUALIFICATION**

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| **Degree** | **Specialization** | **University / Institution** | **Percentage** | **Year** |
| Bachelor of Engineering (B.E) | Computer Science & Engineering | Anna University / Sri Sai Ram Engineering college, Chennai | 70% | 2009 |

**TECHNICAL EXPOSURE**

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| **Operating System** | Windows, Mac OS |
| **Programming languages** | Java, JSP, Servlets, HTML, CSS, Javascript, AJAX. |
| **Frameworks** | Vert.x, Spring MVC, JQuery, Hibernate. |
| **RDMS** | Oracle, MS SQL Server |
| **RDMS Tools** | Toad, SQL Plus, SSMS |
| **IDE** | Eclipse, IntelliJ |
| **Web/Application Servers** | Tomcat, Websphere |
| **Genesys Tools** | CME, CCPulse, SCI, Composer, IRD, GA, GAX, WFM |
| **Genesys Servers** | Configuration server, TServer, Interaction, UCS, chat and e-mail server |
| **Genesys SDK** | Platform SDK for Configuration, Voice, Statistics, eServices and Outbound. |

**ONSITE ASSIGNMENT**

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| **Duration** | July 2012 – September 2016 |
| **Role** | Genesys Program Consultant |
| **Country** | Poland |
| **Responsibilities** | End to end deployment and support activities involving gathering requirements and development.  CR gathering and feasibility analysis.  Troubleshooting and Resolving issues.  Delegating requirements and issue reports to the offshore team.  Post UAT Testing.  Demonstrate project features to provide training to clients.  Head meetings and provide updates to client’s business owners. |

**PROJECTS**

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| **Project Name** | Collector Services |
| **Duration** | July 2021 – Till Date |
| **Client / vertical** | Major Payment Service Provider in United States |
| **Role** | Architect, Senior Developer |
| **Technology Used** | Java 8, Vert.x, Kafka, Genesys PSDK |
| **About the Project** | A cloud based event driven micro-services app which pulls near realtime data from various components from genesys ecosystem for different business units and publish it to the stream for downstream systems to consume. |
| **Responsibilities** | Requirement gathering from different business units.  Architecting application design.  Design/ Development of the app.  Deployment and Release management.  Troubleshooting and Bug fixing. |

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| **Project Name** | GenLab implementation |
| **Duration** | Jan 2021 – March 2021 |
| **Client / vertical** | Major Banker in United States |
| **Role** | Genesys consultant |
| **Technology / Tools Used** | Configuration Server, SIP server, Stat server, Interaction server, Email server. URS  CME, GA, GAX |
| **About the Project** | The scope of the project is to install and configure genesys components in lab environment to provide and establish an in-house R&D and training lab for resources to access server environments. |
| **Responsibilities** | Installed Interaction, Email, Chat, Web API, Classification Servers and Knowledge Manager  Configure client’s POP and SMTP account in Genesys email server. |

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| **Project Name** | Genesys e-services implementation |
| **Duration** | June 2020 – December 2020 |
| **Client / vertical** | Major Banker in United States |
| **Role** | Genesys consultant |
| **Technology / Tools Used** | Configuration Server, SIP server, Stat server, Interaction server, Email server. URS  CME, GA, CCPulse, IRD, SCI, WDE, Genesys test phone |
| **About the Project** | 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 business hours check, auto response, auto acknowledgment, skill based routing, transfer, external forward, screening rules and chat transcript to email. Additionally, this project has a routing connector service which will be used to get logistic data by routing component for IVR announcement. |
| **Responsibilities** | Requirement gathering,  Part of design and sizing discussion  Design, develop and test business process for Voice, Email, and Chat according to requirement  Design, develop and test routing strategy (QA review, Junk).  Production Roll out support |

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| **Project Name** | HSC |
| **Duration** | March 2019 – May 2020 |
| **Client / vertical** | Major healthcare provider in North America. |
| **Role** | Team Lead, OPM |
| **Technology Used** | JSP, Servlets, VXML, Genesys Composer. |
| **About the Project** | HSC is a set of applications to collect payment dues from the Guarantor/Patient. It mainly consists of Scripting, Calling List and IVR applications. HCA bridge is a micro service architected application using Java service loader and spring boot which serves as a bridge for all the backend calls from ivr to various system. The model is scalable. Scripting is a web application with incorporated Telephony call control functions to collect payment dues from the Guarantor/Patient, which enables the customer interaction process through the CTI implementation and used by customer service professionals (CSP). It interacts with legacy as well as modern systems for Customer data/Business process. |
| **Responsibilities** | Collecting requirement from the onshore team and lead/guide the offshore team.  Design and development.  Bug fixing and Issues Solving.  Enhancement and Maintenances of the applications.  Production Rollouts and support. |

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| **Project Name** | Chat Adapter |
| **Duration** | June 2017 - Dec 2017 |
| **Client /vertical** | Health insurance Major. |
| **Role** | Lead / Sr. Developer |
| **Technology Used** | Spring MVC, Maven, Java, Jsp, JSON, Tomcat, Websphere, Jquery, Bootstrap. |
| **Genesys Server** | WebAPI server |
| **Genesys SDK** | WebAPI 8.5 |
| **Genesys Tools** | CME, CCPulse, IRD |
| **Project description** | This project was built using Genesys WebAPI 8.5 in java. It is a web based chat application which is used for supporting customer through chat using any of the devices(mobile or computer). Since the application has to be used over the internet, the connectivity was designed with latest effective framework Socket.io which has websocket support and long polling as fallback. The application UI has to be responsive and capable of supporting multiple devices, so HTML5 was used for UI design. By Genesys standards this application was coded to support warm standby, so the application will switch over to backup server if the primary server goes down. Since this application is integrated in client's website, the data passed between their site and this applications are encrypted, this application was given a shared private key to decrypt data for this application internal uses. |
| **Responsibility** | Collecting requirements from the onshore team, co-coordinating with the off-shore team.  Conducting team meetings  Code review  Monitoring and guiding the local team members  Preparing/Updating the Functional, Technical document adhering to the requirements.  Design, Development of the application.  Production Roll out support |

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| **Project Name** | Softphone |
| **Duration** | Nov 2010 – Feb 2012 |
| **Client** | Major financial services in Europe and North America. |
| **Role** | Jr. Developer |
| **Technology Used** | Core Java, Servlet, JSP, Javascript, SSE |
| **Genesys Server** | Configuration server, TServer, Interaction server, chat server, email server, stat server |
| **Genesys SDK** | Configuration SDK, Voice SDK, eServices |
| **Genesys Tools** | CME |
| **Project description** | Softphone is a web based application which is built for contact center agents to support handling voice calls, email and chat interactions using Genesys PSDK. Softphone has multiple threads that listens for unsolicited events from multiple server using small footprint. It has a real-time push engine which pushes events to browser from server(SSE) through HTTP without any performance impact, which serves up to 1000 users simultaneously. The UI is made of responsive layout and compatible with all browser using pure Javascript, and CSS. This application is integrated with a third party credit card authorization application, where security was enforced in data passing using HTTPs. |
| **Responsibility** | Coding  Unit test case preparation  Unit testing  Troubleshooting and bug fixing |

**TRAININGS AND CLIENT MEEINGS**

* Attended Agile workshop organized by my organization and received appreciation for the same.
* Attended client meetings representing my company held in Ireland to demonstrate our product and to understand their business process and requirements and received appreciation for the same.

**PERSONAL DETAILS**

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| Date of Birth | November 11, 1987 |
| Gender | Male |
| Martial Status | Married |
| Passport Status | Valid Passport Available |

I hereby declare that the details furnished above are true to the best of my knowledge.

[Harish ThulasiRam]