

**Amazon Connect and Cisco** Contact center engineer with over 10 years of experience delivering IT infrastructure solutions including design, implementation, monitoring and support. Hands-on experience with various technologies including **Contact center (UCCX and Amazon Connect), Dynamo DB, Customized CCP, LEX, Contact Lens, Skill-based routing, S3, Cloud Watch, PINPOINT, SIP, Python** and **Very good understanding of IP Telephony like CUCM, Unity, Voice gateways.**

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## PROFESSIONAL EXPERIENCE

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### TELUS Communications

*Solution Architect (Contract)*

Sep'18 – Present

#### Roles and responsibilities:

- Partnered with various stakeholders to plan, develop and Implement Contact Center (Amazon Connect and UCCX). Integration of DynamoDB and Streams API. Emergency messages (Call center on/off).
- Understand the customer requirement both high level and low level and create an architectural design VISIO and discuss with the customer.
- Architect best practices and finding loop holes/rectify areas where contact flows can be improved.
- Architect to a level where redundant/duplicate call back requests can be avoided.
- Implemented Amazon Connect solution for various TELUS Clients which includes advance features like IVR application, Call backs with integrity, Python data dip to check order status, Skill based routings etc, call records with pause option available to agent through API Gateways.
- Integration of LEX and Lambda function with Amazon Connect.
- Integrated PINPOINT to send surveys to the numbers callers called from.
- Configured Cloud formation and cloud watch to trigger alerts and to monitors any errors during python run.
- Developed code in python which is used in Lambda for data dip to pull/push values to DynamoDB.
- Work with sales team also to Deploy Amazon Connect solution as a part of pre sales task to give demonstration to the customer as proof of concept. This include gathering requirements from the customer or simply copy their existing flows and then program the Connect contact flows. This usually includes skill based routing, call recording, call back features, supervisor barge-in, Lex-bot and pinpoint.
- End-to-End planning design and deployment for Cisco Contact Center for various small to large businesses.

### Gartner (Technology Infrastructure)

*Senior Voice Engineer*

Jul'17 – Jun'18

#### Roles and responsibilities:

- Involved in planning, designing and deploying IP telephony and contact center solutions for Gartner's various offices.
- Build Amazon connect contact center as a blue print for proof of concept, which includes skill based routing, IVR application, integration with Salesforce, as a point of comparison with UCCX, to help management switch from UCCX to Amazon Connect.

- Hosted Connect streams API in S3. HTML page with embedded JavaScript to show all the contact attributes to the agent.
- Developed code in python which is used in Lambda for data dip to pull/push values to DynamoDB.
- Engaged in end to end deployment of new LAN/WAN setup over 10 new sites with IP telephony solutions.
- Configured and maintained Geo Locations in a multi cluster environment across various office locations globally while coordinating efforts with extend team members.
- Delivered both technical and process training while troubleshooting routine technology issues in Voice/Data infrastructure.
- Involved in disaster recovery, service improvement and continuity planning.
- Identified user interface challenges and implemented various **automation** solutions.

### **HCL Technologies**

*Sr. Specialist – Networks - Cummins*

*Jul'13 – Jul'17*

#### **Roles and responsibilities:**

- Troubleshooting IP telephone, LAN and WAN issues with traces and Wireshark packet captures.
- Deployed attendant console, first ever to be used in Cummins Australia- Melbourne.
- Guiding business users responsible for managing and operating business processes.
- Conducting technical trainings for new team members and ensuring quality of solution delivery by getting feedbacks from the users.

### **Aricent Technologies**

*Associate Network Engineer – (CISCO TAC)*

*Nov'11 – Jul'13*

#### **Roles and responsibilities:**

- Part of Cisco TAC- VoIP team, thus handling escalated/complex VoIP issues.
- Level two support for Cisco customers in Voice Over IP Technology which includes design implementation and troubleshooting: Cisco Call Manager, Cisco VOIP gateways (SIP, H323, MGCP), Cisco Unity Connection, Cisco IM&Presence, UCCX.
- Utilizing the Cisco Lab to its potential by creating blueprint of customer's set-up in a controlled environment to determine the root cause of the issue.
- Finding an effective and timely solution to the problems in enterprise deployments.
- Frequent interaction with Development Engineers to provide, solutions by modifying the code and base level configuration (**Identifying bugs**).

## **ACADEMIC EXPERIENCE / CERTIFICATIONS**

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**MS Teams Voice Engineer MS – 720**

**2022**

### **Amazon Web Services (AWS)**

*AWS Certified Solutions Architect – Associate*

*2021*

### **CISCO**

*CCNA - Cisco Certified Network Associate (Routing & Switching)*

*Expired*

*CCIE Voice - Cisco Certified Internetwork Expert (Written)*

*Expired*

**Sikkim Manipal University, India**

**2009**

*Master of Computer Application (MCA)*

**Department of Electronics and Accredited Computer Courses, India**  
*Post Graduate IT Diploma*

2007

**University of Delhi, India**  
*Bachelor of Commerce*

2006