# Burle Manisha

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**Summary:**

*Having 2.6 years of experience in IT industry in application software programming using IVR technologies. Good Knowledge in developing voice applications using VXML and other scripting languages.*

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| Operating Systems | : | Windows X |
| Languages | : | VXML, IVR, Java. |
| Tools | : | Eclipse 4.2, Maven 3.x |
| Middleware | : | XML |
| Servers | : | JBoss 7, Jboss 4.x |
| Modeling Languages | : | UML 2.0. |
| RDBMS | : | Mysql 5.0. |
| Others | : | Java Script |

## Training Experience:

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| Sl. No. | Training Details |
| 1 | Responsible for internal training for the new joiners on VXML and IVR architecture. |

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| Employer Name: Value Momentum Pvt Ltd | From: JULY 2018 | To: to date |

## Project Details:

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| **Project Name** | **:** | | **GFR IVR (In-house)** | | |
| **Period** | **:** | | **From: July 2018** | **To: Till Date** | |
| **Clients Name** | **:** | | **Geico** | | |
| Position | : | | Software Engineer | | |
| Team Size | : | | 5 members | **Location:** | Hyderabad. |
| **Environment** | : | | **VoiceXML 2.x, Java Script, JBoss-4.0.4 G.A and MySql 5.0.** | | |
| **Description** |  | | | | |
| The Tecnotree Call Completion (Voice, Fax and Video Mail) service provides a comprehensive and unique set of Voice, Fax and Video Mail features together with advanced notification features. The features like MCN [Missed Call Notification], ICB [Intelligent Call Back], ASN (A Subscriber Notification) are available.  The Telephonic User Interface (TUI) is provided by Messaging Application Server (MAS). The TUI is defined by a set of VoiceXML data documents, related media files (prompts) and the interactions with the external application logic.  Within the NGM system, MAS provides an API to interact with the application/customer data. On the Telco Server, the Voice Browser interprets the VoiceXML files that refer to data provided by MAS, and plays the prompt files from the Infra Server where the prompt files are stored.  MAS and TUI communicate using the VoiceXML documents, and use Representational State Transfer (REST) notation for web service calls. Because the URI for calling the public API commands is relative to the MAS location, they are called with the web service-related URI. Each API command has a corresponding web service. | | | | | |
| **Responsibilities** | |  | | | |
| * Responsible to do gather customer requirements and preparation of Work Estimation document. * Participated in doing R&D about the requirements. * Understood the business requirements and participated in designing like unit test cases. * Responsible in customizing TUI according to the requirements. * Adding the new functionalities and changing the old functionalities based on requirement. * Involved in Integration testing, Code review. * Involved in bug fixing. * Releasing and document updating for each customer specific data. * Offshore Supporting for different customers. | | | | | |

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| **Project Name** | **:** | | **Lein Holder IVR(In-house)** | | |
| **Period** | **:** | | **From: August 2012** | **To: to Date** | |
| **Clients Name** | **:** | | **Geico** | | |
| Position | : | | Software Engineer | | |
| Team Size | : | | 6 members | **Location:** | Hyderabad. |
| **Environment** | : | | **VoiceXML 2.2, TSS 2.2, Java Script, JBoss-7, MySql 5.0.** | | |
| **Description** |  | | | | |
| Conferencing application provides the subscribers to create and manage the conferences and invite others to the conference. IVR service will generate unique id and password for different subscribers. And this also provides different features to mute/unmute the conferences, play number of participants etc;  The Subscriber info and the conferences are stored in the IVR server DB, which can be accessed using inbuilt IVR Connector. CDR logs are saved in the IVR server for tracking the number of participants who used the conferences. Common actions include creating conferences, sending the conference details through SMS and call flow to the main menu services. | | | | | |
| **Responsibilities** | |  | | | |
| * Responsible to do gather customer requirements and preparation of Work Estimation document. * Participated in doing R&D about the requirements. * Understood the business requirements and participated in designing like unit test cases. * Responsible to develop VXML TUI according based on the functionalities. * Implementation of dynamic speech and array iterations. * Involved in Integration testing, Code review. * Involved in bug fixing. * Releasing and user manual document preparation for the customers. * Offshore Supporting for all customers. | | | | | |

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| **Project Name** | **:** | | **MPCT IVR(In-house)** | | |
| **Period** | **:** | | **From: Dec 2010** | **To: to Date** | |
| **Clients Name** | **:** | | **Geico** | | |
| Position | : | | Software Engineer | | |
| Team Size | : | | 6 members | **Location:** | Bangalore. |
| **Environment** | : | | **VoiceXML 2.2, TSS 2.2, Java Script, JBoss-4.2.1 G.A, MySql 5.0 and RedHat Linux.** | | |
| **Description** |  | | | | |
| Self-care application provides features like balance enquiry, voucher recharge and service activation/deactivation, to its subscribers over IVR. In addition to IVR, services like balance enquiry and voucher recharge account to be provided over USSD also.  Subscriber information is accessed from the TUI with requests to a IVR *Connector*, a middleware component deployed on the IVR AS that provides a convenient interface for invoking operations from the VXML file. The connector is used to query the back end servers or 3rd party servers, for account-specific information, and to update it according to subscriber actions. Common actions include prompting prepaid and postpaid account balances and call flow to the main menu services. | | | | | |
| **Responsibilities** | |  | | | |
| * Responsible to do gather customer requirements and preparation of Work Estimation document. * Participated in doing R&D about the requirements. * Understood the business requirements and participated in designing like unit test cases. * Responsible to develop VXML TUI according based on the functionalities. * Implementation of dynamic speech and array iterations. * Involved in Integration testing, Code review. * Involved in bug fixing. * Releasing and user manual document preparation for the customers. * Offshore Supporting for all customers. | | | | | |

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| **Project Name** | **:** | | **ERPB IVR (In-house)** | | |
| **Period** | **:** | | **From: Mar 2013** | **To: Dec 2013** | |
| **Clients Name** | **:** | | **Zain Saudi** | | |
| Position | : | | Software Engineer | | |
| Team Size | : | | 2 members | **Location:** | Bangalore. |
| **Environment** | : | | **VoiceXML 2.2, TSS 2.2, Java Script, JBoss 7, MySql 5.0 and RedHat Linux.** | | |
| **Description** |  | | | | |
| Zain Saudi application intends to offer self-care like adding black list, white list numbers and making call back requests and enabling/disabling sms services.  The Zain Saudi IVR service is provided by an IVR application that runs on an IVR Application Server. The IVR application consists of a TUI call flow written in VXML, and the related script library. The audio prompt files required by the call flow are stored separately on an Infra Server to allow easier prompt collection changes and to reduce the need for application updates. Application configuration, resides in a file separate from the application, and can be changed at any time.  Subscriber information is accessed from the TUI with requests to a IVR *Connector*, a middleware component deployed on the IVR AS that provides a convenient interface for invoking operations from the VXML file. The connector is used to query the back end which is also available in IVR server only. for account-specific information, and to update it according to subscriber actions. Common actions includes requesting call back through sms and call flow to the main menu services. | | | | | |
| **Responsibilities** | |  | | | |
| * Responsible to do gather customer requirements and preparation of Work Estimation document. * Participated in doing R&D about the requirements. * Understood the business requirements and participated in designing like unit test cases. * Responsible to develop VXML TUI according based on the functionalities. * Implementation of dynamic speech and array iterations. Involved in Integration testing, Code review. * Involved in bug fixing. * Releasing and user manual document preparation for the customers. * Offshore Supporting. | | | | | |

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| Project Name | : | | Spanish GWIN (In-house) | | |
| Period | : | | From: Dec 2010 | To: May 2011 |
| Client Name | : | | Zain | | |
| Position | : | | Software Engineer | | |
| Team Size | : | | 3 | **Location**: | Hyderabad |
| Environment | : | | **VoiceXML 2.1, TSS 2.1, Java Script, JBoss 4.2.1, MySql 5.0 and RedHat Linux.** | | |
| Description |  | | | | |
| Instead of hearing the familiar ring tone when calling some one, ring back tone (RBT) Let’s wireless service subscribers play their favorite tune, sound or phrase to incoming callers. With the ability to choose the ring tone a caller will hear.  An important distinction between caller ring back tones and other services is that this network-based solution is independent of both handset and Subscriber Identity Modules (SIM). Users are not required to have the newest phone or a specific brand of phone. Therefore, operators have the flexibility to offer personalized ring back services to all types of subscribers (i.e., postpaid or prepaid, fixed or mobile). | | | | | |
| Responsibilities | |  | | | |
| * Understood the business requirements and participated in designing like unit test cases. * Responsible for analyzing Specs. * Involved in developing user interfaces VXML. | | | | | |

## Education:

* Bachelor of Computer Sciences KITS, Warangal passed out in 2018.

## Personal Details:

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| Date of Birth | Feb 22nd 1997 |
| Sex | Female |
| Nationality | Indian |
| Marital Status | Single |
| Passport Number | Z4393428 |
| Valid Till | April 2028 |