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Preetam Singh

Senior Engineer at HCL Technologies Ltd.

Objective

Seeking a challenging position in an organization to utilize my skills & abilities in the industry and want to contribute my ideas in the growth of the organization. Willing to learn emerging technologies quickly and maintain a persistent effort to upgrade and share skills in the competitive environment

Summary of Work Experience

- Total 5 years of experience in IVR and related technologies on various Platform in Telecom services and Banking domain. Experience in enterprise application and manage services.
- Extensive experience in design, development, debugging and resolving complex issues, analyzing and POC of new features/ideas, in distributed, virtualized & multi-cloud environment.
- Experience in AWS Cloud Contact Centre, Creating AWS Lambda Integration, Creating AWS Lex Bot for voice and chat bot, Creating serverless outage and holiday portals, Creating AWS Amplify Apps, Integration with DynamoDB and AuraDB, Creating and maintaining EC Machine and Instances, Creating Dashboard reports for CTR data in AWS QuickSight, Integration with CRM cloud platforms like ServiceNow, Salesforce, Zendesk etc.
- Experience in Genesys Pure Cloud Architect flow, Queue Treatment, Reporting, 3rd Party Integration, Scripts.
- Knowledge of AWS Cloud, Genesys Pure Cloud and Avaya voice products.
- Experience in Avaya Aura Orchestration Designer, Avaya Experience Portal, Computer Technology Integration (CTI), Voice XML, Call Control XML.
- Experience in Interactive Voice Response (IVR), JavaScript, Web Services & DB server, Visio.
- Have managed several large projects successfully within tight timelines and cost and better than expected quality.

Certifications

- UI Path RPA developer - SAP Automation
- UI Path RPA level 1 - Foundation 2018.3
- UI Path RPA level 2 - Orchestrator 2018.3

Technical & Telecom Skills

- AWS Cloud Architecture, AWS Lambda, AWS DynamoDB, AWS Amplify, AWS Lex Bot, AWS EC2, AWS Cloud9, AWS Cloudformation, Genesys Pure Cloud.
- Avaya AOD Avaya Experience Portal, Avaya Orchestration Designer,
- HTML, VXML, XML, JavaScript.
- Experience in development of IVR using technologies/languages like Apache Tomcat, SQL Server and MySQL.
- Deep understanding of IVR/Contact center technologies and related technologies.
- Computer Language C, C++, MATLAB, SCILAB, HTML, Node.js, Python.

- Computer Fundamentals, MS-DOS, MS-Office, Windows, MS-Excel, MS-Power Point & MS-Word.

Current Profile Description

Current Company	HCL Technologies Limited
Duration	01-November 2021 to present
Designation	Senior Engineer
Roles & Responsibilities	- Working as Senior Engineer for IVR application design, development, testing and support for different projects. - Client requirement gathering. - Finalize the scope of work. - Discussing client requirements with team. - Discuss and Fixing L2 Level issues which is raised through Web portal management. - Design IVR application, database, UI platform of reports. - Application development and review code with Team. - Perform Unit testing and System Integration testing to test the application. - Support UAT testing with client to ensure the application is working fine. - Working with team members to deliver quality customer service. - Working on the migration project of Avaya to AWS platform from IVR App side to establish and rebuild all the app servers - Maintain, update and troubleshoot issues related to IVR application. - Answering client's queries and working towards fulfilling their requirements.

Previous Profile Description

Previous Company	VST Works Pvt. Ltd.
Duration	02-July 2020 to 31-October 2021
Designation	IVR Developer
Roles & Responsibilities	Worked as IVR application developer and support. - Design and develop IVR application. - Support UAT testing with client to ensure the application is working fine. - Functional specification and Technical specification document preparation. - Maintain, update and troubleshoot issues related to IVR - Application development and review code with Team. - Fixing L1 Level issues which is raised through Web portal management. - Perform Unit testing and System Integration testing to test the application. - Support UAT testing with client to ensure the application is working fine. - Perform production validation testing after the deployment of release in production environment. - Perform Release Activity for committing the IVR Application code in production environment. - Work with team members to deliver quality customer service. - Maintain, update and troubleshoot issues related to IVR. Daily health monitoring of Application server.

	- Stability and high availability of application server report publishing on requirement basis. - Handling and minimizing the client escalations by giving proper resolution in short time
Previous Company	Team Lease Pvt. Ltd.
Duration	14-December 2017 to 01-July 2020
Designation	Computer Operator
Roles & Responsibilities	- Design and develop IVR application. - Support UAT testing with client to ensure the application is working fine. - Maintain, update and troubleshoot issues related to IVR - Application development and review code with Team. - Fixing L1 Level issues which is raised through Web portal management. - Perform Unit testing and System Integration testing to test the application. - Support UAT testing with client to ensure the application is working fine. - Perform production validation testing after the deployment of release in production environment. - Perform Release Activity for committing the IVR Application code in production environment. - Work with team members to deliver quality customer service. - Maintain, update and troubleshoot issues related to IVR. Daily health monitoring of Application server. - Stability and high availability of application server report publishing on requirement basis. - Handling and minimizing the client escalations by giving proper resolution in short time

Achievements

- Worked as Secretary in Alumni Meet 2017, Amitech, 2017 in our college fest.
- Worked as Joint Treasurer in ECO CLUB from 2015-16, sponsored by GOVT. OF NCT, DELHI.
- Worked as Creative Team Head in Alumni Meet 2016 in our college fest.
- Worked as Creative Coordinator and Hospitality Coordinator in our college fest.
- Member of SAE India.
- Member of IEEE Society, India.
- Member of Wordsworth Club.
- Active participation at school level in various quizzes, drawing competitions, acting competitions.

Academic Qualification

Post-Graduate : Master in Business Administration from GGSIPU, Delhi in 2022.
Bachelor Degree : B.Tech in Mechanical and Automation from GGSIPU, Delhi in 2017
Intermediate (PCM) : Kendriya Vidyalaya No. 1, Delhi from CBSE in 2013.
High School : Army Public School, Shankar Vihar, Delhi from CBSE in 2011.

Hobbies

- Singing and listening to music.
- Reading about Ancient periods.

Personal Details

Date of Birth: - 22-07-1995
Address: - H No- 2, Type-2, First Floor, Police Colony, Vasant Kunj, New Delhi-110070
Gender: - Male
Marital Status: - Unmarried
Nationality: - Indian
Languages Known: - English, Hindi.

Declaration

I hereby declare that all information given is true to best of my knowledge.

Date: -
Place: - New Delhi   Preetam Singh