

Senior Genesys Delivery / Program Management Profile

Professional Summary

- 33+ years of IT experience across program management, contact center technology, infrastructure, databases, ERP and migrations.
- 25+ years of Genesys CTI experience covering delivery, deployment, support transition, presales, discovery, solution design and rollout.
- Experienced in managing 24x7 technical support, client engagements, training, COE setup and international/domestic support centers.
- Strong capability in project planning, infrastructure design, call center/data center setup, estimation, documentation and stakeholder coordination.

Key Skills

Area	Capabilities
Genesys / CTI	Genesys 8.x/7.x Suite, Call Routing, Framework, Inbound, Outbound, GVP, iWS, WDE
Reporting & Analytics	Genesys Info-Mart, Interactive Insight, RAA, ICON, CCA, BO, Hyperion/Brio, Cognos BI
Delivery Management	Presales, discovery, requirements, solution design, deployment, testing, training, rollout and support transition
Infrastructure	End-to-end call center environments, data center setup, Windows, UNIX and client/server platforms
Databases & Enterprise Systems	Oracle, MSSQL, Sybase, Unify, PeopleSoft Financials, Siebel CRM

Professional Experience

Client / Engagement	Role	Brief Scope
Multiple enterprise clients	AVP - Delivery / Program & Project Manager	Managed large and medium Genesys deployments, integrations, 24x7 technical support, delivery planning, rollout and transition to support.
International and domestic support accounts	Technical Support Center Lead	Set up and maintained technical support centers; organized knowledge transfer, training sessions and Center of Excellence practices.
Call center / data center programs	Infrastructure & Contact Center Design Lead	Led planning, design, estimation and documentation for call center environments with Genesys and related infrastructure technologies.

Education, Certifications & Training

- MCA - Masters in Computer Application; BSc.
- Certified Genesys Engineer (CGE) from Genesys.
- Certified in Genesys Internet Suite from Genesys.
- Genesys trainings: Routing Design, Reporting Design, Outbound Suite, Genesys Voice Portal and Infomart.