

Senior Genesys / Contact Center Support Profile

Professional Summary

- 15 years of experience in contact center technologies, Genesys production support, incident management and enterprise system operations.
- Strong expertise in Genesys Engage 8.x with growing proficiency in Genesys Cloud CX, IVR design, routing and SIP troubleshooting.
- Managed 500 to 1600+ agent environments across enterprise clients with focus on uptime, stability and service continuity.
- Experienced in change management, CAB coordination, UAT-to-production migration, RCA documentation and stakeholder communication.

Key Skills

Area	Capabilities
Genesys Platforms	Genesys Engage 8.x, Genesys Cloud CX, GVP, Inbound/Outbound Voice, E-Services, Composer IVR
Telephony & Routing	SIP, URS, ORS, T-Server, Stat Server, GA, GAX, LFMT, MCP, GQM, Info Mart, AudioCodes Gateway
Operations	24x7 production support, P1/P2 incidents, RCA, SLA management, escalation handling, performance tuning
Change & Delivery	CAB submissions, release planning, deployment, rollback, UAT validation, production migration
Integration & Monitoring	REST APIs, Web Services, CRM integration, Splunk, Zabbix, SolarWinds, Snag View, CA Nimsoft
Infrastructure & Cloud	Windows Server, IIS, Active Directory, DNS, DHCP, VMware, SQL Server, Oracle, AWS and Google Cloud basics

Professional Experience

Client	Role	Brief Scope
L&T Finance	Lead Consultant / Technical Project Lead	Leads Genesys Engage operations for a 500+ agent contact center; manages IVR/routing projects, incidents, RCA, CAB, releases and UAT-to-production migration.
Samsung India	Senior Genesys Consultant / Production Support Lead	Managed Genesys Engage 8.x for 1600+ concurrent agents; optimized IVR routing, outbound dialer campaigns, upgrades, REST integrations and uptime monitoring.
BCD Travel	Sr. Infrastructure Engineer / Sr. Executive Genesys	Provided L2/L3 Genesys production support, SIP/routing troubleshooting, deployment support on Tomcat/IIS and infrastructure coordination for enterprise contact center operations.
Home Credit India	Genesys Support Engineer L2	Supported Genesys 8.x routing, IVR, SIP troubleshooting, component deployment, UAT validation and production migration.
Xcelserv Solution Pvt. Ltd.	Dialler Administrator Genesys	Administered Genesys outbound dialler, campaign configurations, dialing performance and operations coordination.
Serco BPO Pvt. Ltd.	IT Executive	Supported contact center IT infrastructure, desktop, server and network-level troubleshooting.

Genesys Cloud CX Exposure

- Working knowledge of Genesys Cloud CX CCaaS architecture, omnichannel routing and Architect-based IVR/bot flow design.
- Exposure to API-based integrations, CRM connectivity, chatbots, voicebots and sentiment-analysis use cases.

Certifications & Learning

- Genesys Cloud CX Certification - In Progress
- AWS Cloud Connect - In Progress