**ROHAN**

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**PROFESSIONAL SUMMARY**

A technocrat with exposure inAVAYA communicationinfrastructure systems, software &applications for enterprise telephony, unified collaboration & contact centers.

Experience in solution designing and technical consulting with a rich implementation and services background. Professional exposure from multinational corporations like Bank of America & Avaya Inc.

A proven track record of high performance & growth for customer satisfaction in project engagements from NAR, EMEA, APAC, MENA regions.

**SKILLS & SPECIALITIES**

* Technical Consultingrelated to Avaya products & solutions
* Partner trainings and presentations
* Channel Partner & vendor relationship management
* Requirement analysis and solution designing
* Pre-sales and post sales technical as well as commercial support
* Industry recognized certified professional

**TECHNOLOGY PORTFOLIO**

* Avaya Enterprise & SMB portfolio for voice, video and data
* Avaya Contact Centers – Elite, AACC, IPOCC, ACCS designing
* Computer Telephony Integration with special applications
* Reporting and Data analytic
* Call and screen recording solutions
* Systems implementations and technical integration

**PROFESSIONAL EXPERIENCE**

**Technical Account Manager, Westcon Middle East, United Arab Emirates (Since January 2016)**

**Westcon-Comstor** is one of the leading Value Add Distributors (VAD) of Security, Collaboration, Infrastructure, Mobility and Data Centre Solutions in the Middle East.

* Providing a rich technical consulting related to Avaya Unified Communications, Contact Centers and Video solutions and software applications.
* Providing partner consultation for requirement gathering and analysis, pricing & materials& licenses distribution support
* High proficiency in Avaya solution designing using Avaya One Source EC tool.
* Strategic consulting in creating Avaya proposals and promotional offerings with optimized solutions
* Technical consulting related to UC & CC infrastructure planning and design, requirement gathering and analysis, pricing & materials distribution support
* Conduct partner trainings for new product introductions, GA releases and feature updates
* Conduct new partner orientation session for familiarization with sales tools, licenses tools, support tools and various processes
* Document partner training materials for Solution and BOM building exercises
* Conducting proof of concept demonstrations, executive briefings for customers
* Licensing support for partners, includes generating the PLDS and ADI licenses
* Engaging with Avaya Professional Services to upsell customized services portfolio offerings like contact center connectors, WFM connectors, HA connectors etc.

**Telephony Telecommunication & Electronics Tech. LLC.,United Arab Emirates**

**AVAYA Pre-Sales Consultant - (Nov 2014 – Jan 2016)**

**Telephony Telecommunication** is one of the reputed ICT companies in UAE providing solutions for Network & Voice infrastructure and is a Gold level Avaya business partner in the UAE. It has presence across GCC nations including UAE, Qatar, Oman, KSA as well as in India.

* Brand development and leading Avaya practice for primarily UC products ranging from Avaya IP Office, Mid-market solution & Avaya Aura and in CC space like IPOCC & ACCS.
* Project Management & Operations Management - overseeing and managing activities related projects and operations teams for green field, turnkey projects implementations & professional services support, as well as daily operations for servicing and support for break/fix & time and maintenance cases etc.
* Ensuring compliance in adhering to service levels related to operational and project activities
* SPOC between vendor and distribution teams, third-party integrator, re-sellers or other sub-contractors for related projects works.
* Front end customer engagements with sales teams for new product launches, feature demonstrations, conducting POC and sales support.
* Solution comparisons, pitching value for customers, explaining the ROIs and proposing the best suitable solution to meet the requirements of enterprise customers.
* Participating in tenders & special-bids, creating technical and commercial proposals related to the submissions for government and private entities.
* Implementation assistance to project team related to Enterprise and SMB products.
* Avaya G-series media gateways – (G650, G450, G430, G700). Avya s8xxx series servers (ICCs &ECCs), Avaya Aura Solution for Midsize Enterprise system. Avaya System Platform, Communication Manager, Session Manager, System Manager, Presence Server, Application Enablement server deployments. Patching and upgrading service packs and products. Level 1 and 2 troubleshooting of products related faults and vendor co-ordination for RCAs and technical analysis

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**AVAYA India Pvt. Ltd., Pune**

**Management Associate, Professional Services Consultant, Contact Center Practice (March 2012 – October 2015)**

* **AVAYA’s Professional Services** group (APS) is a dedicated team in CoE practice catering to project management, consulting and implementation activities of AVAYA product portfolio in **Unified Communications (UC) and Contact Centers (CC) portfolio**.
* Key responsibility was to manage and deliver technical consulting and implementation services to the projects for AVAYA’s Call Management System (CMS) in CC portfolio.
* Responsible for high accountability & complete ownership of aftermarket projects in terms of managing the project, coordinating with vendors and customer resources, customer requirement analysis, planning and data gathering, implementation services, customer acceptance testing and ensuring successful closure of project for revenue recognition processing.
* Key technical delivery includes facilitating implementation and support of custom developed solutions of AVAYA Call Management System. This includes installation and configuration of interfaces A.K.A connectors within CMS to integrate with third party solutions for contact center reporting and data analytics.
* Experience in implementation of array of Real time and Historical connectors like Workforce Management Systems of Verint – Bluepumpkin, Aspect – TCS, NICE – IEX or Totalview, Pipkins. Installation and configuration of Real time sockets (RT Socket) which provides real time data stream to host of wallboards like Symon, Inova etc. Creating custom screen painter reports based on customer requirements for RT socket.
* Installation and configuration of CMS high availability solution (HA), Dual Role and Survivable CMS solutions, admin sync data transfers, External Call History Connectors (ECH with ASCII / binary).
* Installation of Geotel interface in CMS to integrate with CISCOs ICM Peripheral Gateway (PG) for Intelligent Call routing solutions.
* Providing GO LIVE or system cutover support from legacy platforms to latest available solution associated with data migration activities (admin data migration and historical call center data migration). Facilitating MIS link administration (PBX to CMS link) for migration of call data and reporting on new platform. First day of support is provided under this scope.
* Perform licensing tasks of CMS like Supervisor additions, Agent Right-to-Use authorizations, Clint activation for external reporting.

**BA Continuum India Private Limited – A non-banking subsidiary of Bank of America**

***Senior Software Engineer – Managed Contact Center Applications***

***May 2011 – March 2012, Location : Mumbai***

* A team member of Legacy Asset Servicing group catering to IT support and services of Mortgage department of Bank of America in India
* Key responsibility was to cater services to Managed Contact Center Applications (MCCA) group and supporting telephony and call recording applications of NICE Loggers.
* A very high adherence to agreed Service Levels and defined processes within the bank.
* Administering NICE front end application for creation of user IDs depending upon the type of access approved (Team Leaders / Supervisors / Business Users).
* Performing Move, Add, Changes operations like agent login ID assignments, extension assignments and user logins to cater with corresponding logins within Aspect ACD and Dialer systems
* NICE Application routine checks, Logger system checks, call recording and playback testing, screen capture testing, ensuring proper functionalities and maximum uptime of the application before handover of systems to the business and process teams for production in US business hours.
* Basic level troubleshooting involved creation and execution of segment and complete queries in NICE to filter agent without screen and voice captures.
* Flagging incident with immediate level support teams, explaining nature of defect and follow up to resolve the issue before any subsequent business impact.
* Pulling out reporting data from Strategic Call Reporting Platform (SRP) and presenting daily and weekly MIS reports to business groups as per the process.
* Managing vendors, business partners and end-users along with LOB heads and IT risk managers to ensure smooth delivery of requests / issues resolutions and contingency planning.
* Participating in LOB meetings with onshore counterparts, discuss and understand new business initiatives, proposals.
* Participating various knowledge sharing sessions as promoted by the group and conducting knowledge transfer sessions for cross skilling other team members.

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**IT Source India Private Ltd, posted at Etisalat DB Telecoms Pvt. Ltd.**

**Telecom Engineer, January 2009 till May 2011, Location – Mumbai**

* Managing AVAYA Contact Center platform, consisting of CM 5.2.1 on s87XX, s85XX, s83XX servers with G650 & G450 H.323 Gateways. Exposure on AVAYA Enterprise Survivability - s8500 & Local Survivability Servers - s8300 (ESS/LSP)
* L1 & L2 Helpdesk Support and resolution of Infrastructure related incidents for AVAYA CCT. Performing system health checks and Providing various VDN level and skill level reports related to BPO
* Escalation support of trouble incidents, follow up with concerned vendor teams, understanding dynamics of issues / cases from product vendors and presenting it to customer business IT team. Adhering operational processes to get approvals from the client for maintenance, system up gradations & relevant activities.
* Configuring MM DS1 cards, ISDN PRI trunk and signalling groups and managing trunk groups in CM, Adding Announcements on VAL cards, VDN, Vector, Hunt Group and Split/Skill creation in AVAYA CM, Creating vector call flow for Call handling treatment like Agent staffing, Expected Wait time (EWT) & VRT based routing.
* Managing IP stations for AVP port allocations in IVR hunt groups, System Restoration / backup of various databases and servers related to Avaya CCT. Simulating & testing CCT environment for debugging issues faced at the floor level
* Agent-id creation / deletion in CM and mapping the corresponding in Call Management System (reporting), AES and Harmony - voice/screen logger (recording purpose). Monitoring for screen and voice recordings in Harmony Knoahsoft. Performing analysis and troubleshooting of issues related media capturing.
* Facilitating support in setting up the Pune Circle of Avaya CCT for Minimum Roll Out (MRO) phase at Aegis BPO – Pune.
* Racking and Stacking AVAYA servers & cabling in data center, configuration of AVAYA IP phones, CMS supervisors clients, setting up Siebel home screens and Harmony webpage on the agent & supervisor floor.
* Demonstration of performing login / logout into IP phones, Siebel CRM clients. Providing assistance and basic level reporting methodologies to quality members for voice and screen reports in Harmony-Knoahsoft.
* Diligently monitoring for any issues related to the setup and functionalities and attending to any issues or cases witnessed during the Minimum Roll Out phase.

**EDUCATIONAL QUALIFICATIONS & CREDENTIALS**

* Post Graduate Diploma in Business Administration from SCDL, Pune
* Bachelor of Engineering in Electronics & Communications Engineering from North Maharashtra University, Jalgaon.

**TECHNICAL, SALES & DESIGN CREDENTIALS**

* AVAYA Certified Implementation Specialist
* AVAYA Implementation Professional Specialist
* AVAYA Support Professional Specialist
* AVAYA Certified Design Specialist in UC, CC, Video
* AVAYA Certified Sales Specialist in UC, CC, Video
* ITIL Foundation certified

**PERSONAL VITAE**

Date of Birth: March 19, 1987

Marital Status: Married

Languages Known: English, Gujarati, Hindi, Marathi

Hobbies & Interests Reading, keeping in touch with latest news updates, listening to debates on news channels on current affairs, music, cricket, internet surfing, travelling, photography.

References, Passport, PAN Card, Driving License, ID details available upon request.

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