

Prateek Awasthi

Senior Contact Center Solutions Engineer

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Professional Summary

Contact Center Solutions Engineer with 10+ years of experience specializing in Genesys PureEngage, Genesys Cloud CX, and enterprise contact center modernization. Expert in call-flow engineering, routing development, platform upgrades, cloud migrations, and large-scale production support. Strong background in high-availability environments, cross-team collaboration, and delivering scalable solutions for global BFSI, Telecom, and Healthcare clients.

Core Skills

- Genesys Pure Engage, Genesys Cloud CX
- IVR & Call-Flow Design, Architect
- Routing Development (GRAT)
- GVP Installation & Configuration
- Composer (IVR Development)
- Amazon Connect
- Avaya Call Flow Extraction
- Log Analysis, RCA, Production Support
- Agile (Rally), CR Execution
- License Management
- Telecom Vendor Coordination

Certifications

- Amazon Connect Communication Specialist
- Amazon Connect Developer

Professional Experience

IBM India — Senior Application Developer (Nov 2025 – Present)

Project: International Banking Client (Genesys Contact Center Upgrade & Transformation)

- Leading Genesys Engage → Genesys Cloud CX upgrade and modernization programs.
- Performing platform upgrade assessments, compatibility checks, and framework validation.
- Designing fault-tolerant routing strategies and IVR logic for regulated banking environments.
- Executing deployments, code promotions, and rollback planning across Dev/UAT/Prod.
- Conducting regression testing, integration testing, and post-upgrade stability checks.
- Collaborating with architecture, compliance, and business teams for secure releases.
- Preparing HLD, LLD, migration plans, playbooks, and RCA documentation.
- Providing production support during major releases and optimization cycles.

Miratech India Pvt Ltd — Senior PS Consultant (Apr 2022 – Oct 2025)

Projects: AMEX, HSBC (Genesys Engage & Genesys Cloud CX)

- Designed end-to-end call flows using Genesys Engage and Cloud CX Architect.
- Developed routing strategies using GRAT and migrated legacy Avaya flows.
- Created Architect flows, queues, DIDs, extensions, and routing functions.
- Led UAT, requirement workshops, solution demos, and go-live phases.
- Installed and configured Genesys Framework, Stat Server, URS & GVP.
- Executed CR development, testing, and multi-environment deployments.
- Created Pulse dashboards and real-time monitoring views.
- Provided L2/L3 production support, log analysis, and RCA preparation.
- Coordinated with global vendors (BT, AT&T, Verizon).
- Received multiple client appreciation emails for delivery improvements.

Cognizant Technology Solutions — Senior Associate (Nov 2018 – Mar 2023)

Project: UHG (Optum Healthcare)

- Developed routing logic using GRAT and configured IVR flows in Composer.
- Installed & configured Genesys Framework, GVP, and call-center components.
- Performed CR deployments, impact analysis, and production troubleshooting.
- Configured callback, voicemail routing, and GAX OPM objects.
- Built Pulse dashboards and reporting views.
- Delivered Agile project execution using Rally.

Moksa Technologies India Pvt Ltd — Genesys Support Associate (Jan 2015 – Nov 2018)

Project: Videocon DTH

- Developed routing rules using GRAT and supported IVR logic via Composer.

- Installed, configured, and maintained Genesys Framework & GVP components.
- Performed CR deployments, weekly maintenance, and monitoring.
- Handled access management, call recording tools, and production support.

Education

Bachelor of Engineering (Information Technology) — RGPV University, Bhopal (2010–2014)

Aggregate: 83%

Personal Details

- Date of Birth: 16 Aug 1993
- Languages: English, Hindi
- Address: Kanpur