GRANDE KIRAN KUMAR

# Senior Associate Projects at Cognizant

**Summary**

Highly skilled Cloud Developer with overall 7+ years of experience in building solution platforms across Cloud Contact Centre, Cloud management, Cloud Migrate, DevOps and other Digital Technologies.

# Experience

Oct 2021 -

Contact

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AWS Services

Cloud Contact Centre - Amazon Connect

* Business Proposals
* **Cloud** - Amazon AWS (Amazon Connect, Lex, Lambda, DynamoDB, RDS, API Gateway, Route 53, SNS, SES, APP Stream, CloudFormation, IAM, CloudWatch, CloudFront, VPC)
* **DevOps** – Terraform and AWS CDK
* **Programming Languages** - Python

Certifications

* AWS Certified DevOps Engineer – Professional
* AWS Certified Solution Architect – Professional
* AWS Certified Associate Developer

Honors-Awards

* + Cognizant - Rising Star Award
	+ Deloitte USI - Applause Award

Personal Details

* Date of Birth – 25/07/1994
* Fathers Name – G Krishnaiah
* Mothers Name – G Madhavi
* Nationality – Indian

Present

Sep 2020 –

Oct 2021

## Senior Associate Projects

Cognizant

* Worked as a senior resource for insurance and HR clients on a Cloud Contact Centre transformation project. Working with directly clients to migrate the legacy contact center to Amazon connect, which an innovative reusable dynamic approach contacts flow design, which reduced >90% contact flows.
* Analyzed the IVR call flow design, functional requirements and perform requirements gap analysis.
* Worked on building the IVR contact center for 24 HB application with the complex features like authentication, payoff, account, and fund information etc.
* Worked on designing and creating the AWS contact flows for different scenarios with the invoke of AWS Lex and Lambda.
* Developed the Lex bot for conversational IVR experience for different banking use cases such as get balance, authentication, payments.
* Experienced with event-driven and scheduled AWS Lambda functions (Python) to trigger various AWS resources.
* Developed the Lambda Functions for making a subscription/order lookup and updates into their legacy systems using the API calls.
* Developed the conversational Lex bot and the lambda functions code hook for capturing the intents of the customer such as phone number, pin code and street number for delivering the order.

## Consultant

Deloitte USI

* Working as a Consultant with Cloud Centre of Excellence that provides solutions and platforms on cutting edge technologies on AWS cloud platform services for Customers across all verticals.
* Worked on designing and creating the AWS contact flows for different scenarios with the invoke of AWS Lex and Lambda.
* Worked on designing and implemented Disaster Recover setup for AWS connect, which helps and improve the scalability of the application in uncertain circumstances.
* Proficient in AWS services like S3, DynamoDB, RDS, IAM, Route 53, CloudWatch, CloudFront, Lambda, API Gateway, Lex, and Amazon connect.
* Automated AWS services deployment using AWS CDK.
* Automated identifying various drifts across all the CloudFormation’s stack using Python and automated Rollback deployment to previous version using Lambda

Mar 2019 –

May 2020

function.

* Analyzed the IVR call flow design, functional requirements and perform requirements gap analysis.

## SVC Info Developer II

DXC Technology

* Worked as a senior resource in the Nestle project to develop the security standards for creating the Azure resources using ARM templates and Azure policy. Deploying the ARM templates and Azure policy using PowerShell.
* Having good experience in writing AWS Lambda functions using Python.
* Worked on relational and NoSQL databases using AWS RDS and DynamoDB services.
* Experience in migrating the S3 data into AWS Redshift.

Feb 2016 –

Feb 2019

## Assistant Systems Engineer

TCS

* Worked on building the IVR contact center using AWS services like Connect, Lex, Lambda, and CloudWatch.
* Worked closely with the client’s application owners to understand the technology stack of each application and document the requirements.
* Efficient in developing the Aws Lex bot with the lambda code hooks.
* Having good experience in developing Rest API using AWS API gateway.
* Worked on creating AS-IS architecture diagrams as per the information gathered.
* Efficient experience in Creating TO-BE diagram which states the resources to be used for applications.
* Built a complex web application using front end as HTML and Backend as Core Java.


# Education

2011 - 2015 **Bachelor of Technology (B.Tech), ECE**

Intell Engineering College, Anantapur, Andhra Pradesh

2009 - 2011 **Intermediate**

Narayana Junior College, Anantapur, Andhra Pradesh

2008 - 2009 **SSC**

Sri Nagarjuna Vidyalayam, Dharmavaram, Anantapur