

VAIBHAVKUMAR YADAV

Genesys Cloud CX Developer / Architect — AI & Conversational Automation

Genesys Cloud Certified Professional • Genesys Cloud CX Certified Developer

Architect IVR & Bot Flows • Conversational AI • Data Actions & API Integration • Omnichannel Routing • Contact Center Modernization

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PROFESSIONAL SUMMARY

Genesys Cloud CX developer and architect with 8 years at Infosys designing and delivering enterprise contact center solutions, primarily for healthcare clients. Own end-to-end architecture and hands-on build — Architect IVR and bot flows, call routing, and omnichannel experiences across voice, web chat, email, and web messaging — and bring conversational AI into the contact center with Genesys AI Studio, OpenAI/ChatGPT, and Azure ASR/TTS. Strong on Data Actions, Platform and Analytics APIs, and CRM integration (Salesforce, ServiceNow), plus agent-assist experiences with Observe.AI and Moveworks. Deliver under PII/PHI/PCI and responsible-AI constraints, from solution design through deployment and support. Sole inventor on a granted IoT patent; seven Infosys awards including Tech Maestro and RISE MVP.

CORE SKILLS

Genesys Cloud CX: Solution architecture & design, Architect (IVR / bot flows, call routing, ACD), AI Studio, Genesys Cloud SDK, queues, skills, agent experiences, Predictive Routing

Conversational AI & Bots: Intent modeling, dialog design, self-service automation, virtual assistants, OpenAI/ChatGPT, Azure Cognitive Services (ASR / TTS)

Agent Assist: Observe.AI, Moveworks, real-time knowledge retrieval, customer context, next-best-action recommendations

Integration: Genesys Platform & Analytics APIs, Data Actions, REST APIs, OAuth2, webhooks, Microsoft Power Automate; CRM integration (Salesforce, ServiceNow)

Channels & Analytics: Multichannel (voice, web chat, email, web messaging), outbound campaigns / dialer, call recording, speech & text analytics, contact center reporting

Delivery & Documentation: Agile delivery, solution design, client workshops, CI/CD & environment promotion, VUI design, Visio call flow diagrams

Compliance & Domains: PII / PHI / PCI, HIPAA-aligned data handling, responsible AI; Healthcare, E-Commerce, Contact Center Modernization

WORK EXPERIENCE

Package Consultant 2 — Genesys Cloud Developer / Architect

May 2018 – Present

Infosys Limited — Richardson, TX

- Serve as Genesys Cloud CX subject-matter expert and solution architect for a leading US healthcare client, owning end-to-end design and delivery of cloud contact center programs.
- Architect and build IVR and bot flows, call routing, and omnichannel experiences across voice, web chat, email, and web messaging, replacing legacy on-premise systems with cloud-native configurations.
- Bring conversational AI into the contact center — intent modeling and dialog design in Genesys AI Studio, generative AI (OpenAI/ChatGPT), and Azure ASR/TTS — for personalized IVR journeys and virtual assistants.
- Deliver agent-assist experiences with Observe.AI and Moveworks, surfacing real-time knowledge retrieval, customer context, and recommendations on the agent desktop.
- Design and implement integrations using Genesys APIs, Data Actions, REST/OAuth2, and Power Automate, connecting Genesys Cloud with CRM (Salesforce, ServiceNow) and enterprise systems.
- Built a Genesys Cloud Data Action and Architect workflow that retrieves and filters conversation participant data through the Platform/Analytics API, parsing nested responses to produce custom data extracts for routing and reporting.
- Troubleshoot and resolve complex incidents across the Genesys platform and connected systems, and document configurations with VUI design specs and Visio call flow diagrams.

- Enforce healthcare compliance (PII/PHI/PCI) and responsible-AI practices across all flows and integrations; mentor engineers and run code reviews.

KEY PROJECTS

Cloud Contact Center Modernization (Healthcare)

Feb 2023 – Present

Leading US healthcare organization — Genesys Cloud CX SME & solution architect

- Architected and delivered an omnichannel migration from legacy on-premise systems to Genesys Cloud CX across voice, web chat, email, and web messaging, designing IVR flows, voice bots, and predictive routing from the ground up.
- Designed conversational IVR and bot flows in Genesys Architect and AI Studio with intent modeling and dialog design, adding self-service automation for common member inquiries to raise containment and reduce agent transfers.
- Integrated OpenAI/ChatGPT for dynamic IVR personalization and journey summarization, and built Azure Speech Studio TTS/STT pipelines inside Architect for natural, conversational voice experiences.
- Deployed Observe.AI and Moveworks for real-time agent assist — knowledge retrieval, next-best-action recommendations, and CRM data lookup on the agent desktop.
- Delivered PII/PHI/PCI-compliant, HIPAA-aligned data handling across all Genesys flows and third-party integrations, working within responsible-AI guardrails for privacy and governance.

Enterprise API Integration Framework

May 2022 – Jan 2023

German multinational automotive corporation

- Designed and built an enterprise API integration framework connecting Genesys Cloud with backend and third-party systems for real-time customer data exchange during interactions.
- Standardized REST/OAuth2 and message-based integration patterns so new Data Actions and connectors could be added quickly and consistently across teams.
- Enabled agent screen pops and routing decisions driven by live customer context pulled from enterprise systems, reducing handle time and repeat questions.

Genesys Cloud Configuration & Deployment Tool

Jun 2021 – Dec 2021

German multinational automotive corporation

- Built a full-lifecycle Genesys Cloud configuration and deployment tool using the Genesys Cloud SDK, automating provisioning of queues, flows, routing, and Data Actions across environments.
- Cut manual, error-prone deployment steps and shortened environment setup time, giving teams repeatable, consistent configuration across dev, test, and production.

Conversational Voice Bot & Chatbot (CDA Lab)

Jan 2022 – Apr 2022

Leading US IT & networking provider

- Built a conversational IVR and chatbot with ASR/TTS covering intent capture, dialog flow, and fallback handling.
- Extended the assistant across WhatsApp, Facebook Messenger, and Webex using Cisco PCCE, giving customers consistent self-service across voice and messaging channels.

E-Commerce Operations Platform (Reliance Retail / AJIO)

Nov 2018 – May 2021

Large Indian e-commerce & retail company

- Built health-monitoring tools, automated operational workflows, and real-time dashboards for a high-volume e-commerce platform using Java, Spring Boot, and Microservices.
- Supported order management and fulfillment operations (IBM Sterling OMS, Oracle DB), automating manual tasks and surfacing system issues before they affected customer-facing services.

CERTIFICATIONS

- Genesys Cloud Professional Certification (issued 2026, valid through 2028)
- Genesys Cloud CX Developer Certification (issued 2026, valid through 2028)
- Infosys Certified Applied Generative AI Professional
- AI Strategy Certification — eCornell
- Infosys Certified Contact Center Platform Professional
- Infosys Certified Contact Center Technology Components & Integrations Professional
- Infosys Global Agile Developer Certification
- Infosys Certified IoT Professional
- Infosys Certified Python Associate
- Infosys Certified Java SE8 Developer – 101

AWARDS, PATENT & PUBLICATIONS

- Infosys awards: Tech Maestro (2025), RISE Tech/Domain Maestro (2025), RISE Most Valuable Player (2024).
- Indian Patent No. 405313 (Sole Inventor) — Smart Home Automation using IoT.
- Two first-author IEEE / journal publications on IoT-based smart home automation (cited on Google Scholar).

EDUCATION

Bachelor of Engineering, Computer Engineering
Savitribai Phule Pune University, Pune, Maharashtra, India

2017