

# Arjun T V

SENIOR SYSTEMS ENGINEER

ph: 9048146401  
E: arjunkrish2197@gmail.com  
Adr.: Chikkabanaswadi, Bangalore

Meticulous and experienced engineer maintaining highly functional digital systems for uninterrupted workflows and consistent productivity. Worked extensively on IVR domain with both knowledge on GDF and its backend services.

## Professional Experience

### Technology Analyst - Infosys Ltd

2021-2024

- Selected as intern and completed 6 months of Java, JavaScript and Angular JS specific training, securing A in all the 3 tests conducted along the period.
- Released into project with SE Role in IVR domain and completed 1 month of project specific training containing GDF, GCCAI, Camunda Modeler, iTrack, Chiscan and other IVR Technologies. Promoted to SSE after a year.
- Currently, maintaining backend development and enhancement of client IVR Automated Calling System as a TA.

## Projects

- POC: Activation of Deactivated phone number - bot implementation using GDF and GCP backend services Cloud Function, Cloud Run, Firestore NoSQL DB, MySQL in sandbox environment for client showcase.
- Delivery bot creation using GDF for acquiring knowledge on Dialogflow CX .

## Certification

- External Certification: Customer Experiences with Contact Center AI - Dialogflow CX
- Internal Certification: Course GCP - Beginner (External Course)
- Internal Certification: Course GCP - Intermediate (External Course)

## Education

### Bachelor of Technology - RIT, Govt. Engineering College, Kerala

2016-2020

Electronics and Communication

- Internship: All India Radio Air Akashvani - trained on technicalities, communication, infrastructure required in production, knowledge of transmission and broadcasting of signals.
- Project: Crack Detecting Robot in hollow tubes, implemented and showcased crack detecting robot using DIP Technologies with various sensors and remotely controlled motor system.
- Overall Score Secured: 7.3 CGPA out of 10.
- Extracurricular: Head of Department for Techno Cultural Fest 2019-20, Head of Department Fest 2018-19, Design Head of Department Fest 2017-18, Organizing Committee Member - Techno Cultural Fest 2016-17.

### Class 12 - GHSS Hosdurg, Kerala

2014-2016

- Overall Score Secured: 1166 score out of 1200.
- Extracurricular: Head of Tour Committee.

### Class 10 - Chinmaya Vidyalaya, Kerala

2014-2016

- Overall Score Secured: 10 CGPA out of 10.
- Extracurricular: Topper in National Science Olympiad.

## Skills

- Java
- JavaScript
- AngularJS
- GDF
- GCP
- IVR Technologies
- Apigee API
- Jira
- Agile Methodology
- iTrack
- Camunda Modeler(BPMN)
- Postman

## Languages

English (Full Professional Proficiency)  
Hindi (Full Professional Proficiency)  
Malayalam (Full Professional Proficiency)  
Tamil (Limited Working Proficiency)