

# NIKOLAY ANISIMOV, PH.D.

4403 Red Maple Court  
Concord, CA 94521

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Home: 925.969.9261

[www.fiztech-usa.net/anisimov](http://www.fiztech-usa.net/anisimov)

[anisimov@computer.org](mailto:anisimov@computer.org)

Cell: 925.550.9730

[www.linkedin.com/in/nikolayanisimov](http://www.linkedin.com/in/nikolayanisimov)

## SUMMARY

Solution-driven **Software Architect** with over 14 years experience in the contact center software industry. Solid academic research background. Main strengths are in the development and application of new technologies to design and implement complex software systems. Strong analytical and problem solving skills and abilities. Effectively works in a multinational and distributed environment. Main areas of expertise:

- Expert in Computer Telephony Integration (CTI) including 3<sup>rd</sup> party call control, call model, agent model, IVR, routing, outbound dialing, and reporting.
- Strong background in contact center technologies and architectures with special emphasize in Genesys software.
- Skilled in all stages of software development process including use cases analysis, managing product requirements, transforming them into technical specifications, prototyping, development, documentation.
- Proficient in application research methods, algorithms to solving challenging problems.
- Author / co-author of 37 US patents ( [11 issued](#), [26 pending](#) ).
- Wrote numerous research and technical papers in the areas of contact center software, algorithms and other computer science topics.
- Effective verbal and written communicator fluent in both English and Russian.

## TECHNICAL SKILLS

<b>Languages:</b>	C/C++, Java, Pascal, Prolog
<b>Web Technologies:</b>	HTML, XML, XML Schema, XSL, XPath, WSDL, SOAP, AJAX, REST, WML, VoiceXML, CCXML, SCXML.
<b>Semantic Web</b>	RDF/RDFS, OWL, SPARQL, JENA, Protégé, Joseki
<b>Protocols:</b>	OSI/ISO, H.323, SIP/SDP, MGCP, WAP, CSTA, SCAI, SMPP, MMS/MM7
<b>Formal Tools:</b>	FSM/FSA, Harel's diagrams, SDL, LOTOS, Estelle, UML, Petri Nets, SCXML.
<b>Contact Center Software:</b>	Genesys software: Routing/IRD, IWD, SDK, eServices, BPR, multimedia, MCR, outbound/OCS, reporting.
<b>Simulation Tools:</b>	C++, AnyLogic 5, 6, practical queue systems (Erlang C, Erlang A)
<b>Other:</b>	Assembler OS IBM 360/370, PL/1, Fortran

## PROFESSIONAL EXPERIENCE

**FRONTRANGE SOLUTIONS**, Pleasanton, CA

**2009 – 2010**

*Global market leader in the development and delivery of software applications*

**Software Architect** (contract based)

- Lead high-level design of voice call center in Cloud computing environment. Architecture of voice platform for SaaS (Software as a Service) delivery model providing scalability, multi-tenancy effectiveness, and fault tolerance.

**GENESYS TELECOMMUNICATION LABS**, Daly City, CA

1997 – 2009

*Alcatel-Lucent company, worldwide leader in contact center software***Principal Software Engineer** in roles of System Architect, product manager, applied researcher.

- Authored major Solution Level Design of complex features and solutions for all recent releases including orchestrated eServices (email, web, web chat, SMS/MMS, web proactive engagement, social media, Twitter, cross channel communications), Business Process Routing (BPR), Cost-Based Routing, Load-Balanced Routing which form a valuable part of company's product portfolio.
- Lead high Level design of several contact center products and features including Genesys Knowledge Worker, Genesys Interface Server (GIS), LivePerson Adapter, Agent Scripting, wireless callback which have been sold to customers for many years.
- Authored an ambitious initiative of XML-based framework and formats for representation contact center applications. It promises to revolutionize contact center industry and change idea of contact center and customer service. In particular, XML based language for representing routing strategies and queuing service has been created and is planned to become an industry standard.
- Product requirements management including creation, maintaining and coordinating system wide requirements for platform and web technologies support for all recent releases.
- Valued contributor to technical documentation including Reference Reporting Technical Guide, a key Genesys reporting guide. Author of numerical TOI presentations, whitepapers, CRDs, PRDs, HLAs, technical reports.
- Research, design, prototyping and implementation of algorithms for Dynamic Contact Center components including outbound predictive dialing, workforce optimization, optimal routing, agent status model, etc. that substantially improved quality and performance of the products.
- Solved complex problems, conducted architecture reviews and consultations for numerous Genesys customers.
- During working with the company authored/coauthored of 37 US patents ( [11 issued](#), [26 pending](#) ).in areas of software, telecommunication and contact center technologies.
- Published results in scientific journals and conference proceedings, give presentations at internal research seminars, international forums and conferences.

**INSTITUTE FOR AUTOMATION AND CONTROL PROCESSES**, Vladivostok, Russia

1978 – 1997

*Russian Academy of Sciences***Head of Laboratory**, Applied and basic research, teaching and student supervision

- Conducted basic and applied research in the areas of theoretical computer science with special emphasis in Petri nets and process calculi, Petri Net Tools (PN<sup>3</sup>-Tool), methods of specification and verification of communication protocols. Published about 80 research papers and reports.
- Developed, installed and maintained local and wide area networks (Ethernet, FDDI, WWW, Internet).
- Participated in creation of one of the first Soviet computer networks in a role of a designer and developer of transport layer based on OSI/ISO architecture and protocols, 1979-1984.
- Taught courses on operating systems, network protocols, distributed algorithms, models of concurrent computations. Supervised B.Sc., M.Sc., and Ph.D. students.

**EDUCATION****PhD**, Computer Science, Moscow Institute of Physics and Technology**MS**, Computer Science, Moscow Institute of Physics and Technology**PROFESSIONAL ASSOCIATIONS**

Institute of Electrical and Electronic Engineers (IEEE), member since 1997

Institute for Operations Research and the Management Sciences (INFORMS), member since 2009