

# Azhar Hussain

eLearning Consultant at King Saud University

azharhussain70@yahoo.com

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## Summary

CTI Solution Architect.

Over 20 Years of relevant experience in IT industry including 8+ years in Computer Telephony Integration (CTI), Call Center Operations and 8 years in e-Learning Consulting.

Also experience in system integration, installation, configuration, implementation, troubleshooting, user support, maintenance, technical architecture & project management.

Specialties: CTI, Genesys Product Suite 7.0 ~ 7.6: Genesys Framework, Inbound, GVP, Outbound, and Routing.

e-Learning Consultant...

8 Years of experience in Managing e-Learning & e-Content Development, Research and Innovations in e-Learning, Training and Building-up e-Learning environment, Assessment and evaluation of e-Learning Technology, Computer Based Training (CBT), Learning Management Systems (LMS) and e-Learning Tools and Applications.

Specialties: Video, Voice, and Content-sharing Solutions by using Polycom to Collaborate anywhere, anytime with anyone.

Membership:

The Society of Digital Information and Wireless Communications (SDIWC)

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## Experience

**eLearning Consultant at King Saud University**

May 2009 - Present

**Genesys Consultant at Apple**

June 2007 - April 2009 (1 year 10 months)

**Genesys Consultant at Infogain India (P) Ltd.**

May 2007 - April 2009 (1 year 11 months)

Worked as a Genesys Consultant for Apple Inc. USA

**Sr. Systems Analyst at Satyam Computer services Limited**

November 2000 - April 2007 (6 years 5 months)

**Programmer / Analysts at JCCS**

September 1997 - September 1999 (2 years)

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**Education**

**LN Mishra Institute, Patna - Magadh University**

Master of Computer Applications (MCA), Computer Science, 1993 - 1996

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[Contact Azhar on LinkedIn](#)