

# Abhishek Kale

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## Professional Summary

Experienced systems and backend engineer with a strong foundation in enterprise Linux platforms, automation, and communication systems (CCaaS, UCaaS), complemented by hands-on experience in IoT-driven SaaS platforms and backend integrations. Currently working in Avaya-based infrastructure environments with a focus on Linux systems, automation, and platform stability. Seeking to transition into a senior backend or platform engineering role focused on Python-based services, REST APIs, containerised systems, and scalable, secure platforms.

## Experience

### Senior Software Engineer, Infinite Computer Solutions (Client: Avaya) Dec 2025 – Present

- Supporting Avaya-based enterprise communication platforms across Linux and virtualised environments.
- Worked on KVM and VMware platforms supporting reliable service delivery of CM, SM, SMGR and SBC products.
- Developed automation and configuration management using Ansible playbooks and Jenkins pipelines.
- Supported internal testing with REST APIs, for request/response validation and database access on Linux systems.
- Automated tests using Pytest to validate backend logic and API behaviour, and using Jinja templates for generating simple internal views and configuration outputs during platform support activities.
- Managing configurations and scripts using Git-based workflows, with exposure to SVN, Bitbucket, and Bamboo in legacy CI/CD environments.
- Used Docker to host Avaya Infinity images on Azure and monitored the system with Grafana for unusual behaviour.

### Senior Engineer, Lloyds Metals Engineering

Aug 2025 – Nov 2025

- Worked on Python-based backend systems supporting IoT-driven industrial and engineering data platforms.
- Designed, consumed, and supported RESTful APIs for data ingestion, processing, and backend system integrations.
- Performed troubleshooting and debugging across Linux-based systems to resolve backend service failures and data pipeline issues.
- Worked with MySQL databases to store, query, and process IoT sensor and operational data for reporting and analytics.
- Developed and supported C++ components and drivers used for IoT sensor data acquisition and low-level hardware interaction.

### Consulting Assistant, FootfallCam (Guildford)

Jun 2024 – Jun 2025

- Supported IoT-based SaaS platforms delivering retail analytics solutions across multiple customer deployments.
- Integrated customer and third-party systems using RESTful APIs, supporting secure data exchange and platform integrations.
- Worked with Azure-hosted backend services and databases supporting an IoT-based SaaS analytics platform.
- Supported troubleshooting and validation of cloud-based deployments in Microsoft Azure, including backend services, APIs, and data pipelines.
- Gained hands-on exposure to Kubernetes-based deployments while collaborating with engineering and DevOps teams.
- Used Python for data processing, analytics, and integration workflows supporting customer reporting requirements.
- Worked with MySQL databases to store, query, and analyse large volumes of retail and IoT-generated data.
- Supported authentication and authorisation flows, including secure API access and user identity management.
- Collaborated with engineering teams on backend services, platform integrations, and issue resolution.
- Provided technical troubleshooting across devices and SaaS environments to resolve platform and integration issues.

### Software Development Engineer, Avaya

Jul 2021 – Dec 2022

- Supported enterprise Avaya communication platforms including Communication Manager (CM), Session Manager (SM), System Manager (SMGR), Session Border Controller (SBC), and AES, deployed across large-scale customer environments.
- Worked with SIP, VoIP, RTP, SDP, and related signalling and media protocols, analysing call flows and media paths to diagnose complex communication issues.
- Performed in-depth troubleshooting of signalling and media problems using Wireshark, SIP traces, logs, and packet-level analysis to identify root causes and restore service stability.
- Developed and maintained Python and Bash scripts to automate diagnostics, log analysis, system health checks, and operational support tasks across Avaya platforms setting up watchdogs, daemons.
- Worked with Linux-based servers (RHEL) running on VMware and KVM virtualised environments, supporting system provisioning, configuration, and platform stability and automated using Terraform.

- Assisted with JITC hardening and security compliance activities, including system configuration validation, secure service setup, and vulnerability remediation.
  - Supported Black Duck security scanning activities by analysing scan reports, addressing open-source compliance findings, and assisting with remediation workflows.
  - Worked with HTTPS and REST APIs exposed by Avaya platforms for system integration, configuration, and monitoring purposes.
  - Built and maintained RPM packages for Linux-based components, supporting controlled deployments and versioned releases across environments.
  - Investigated and resolved low-level system issues involving C/C++ driver components, Linux services, and platform dependencies impacting application performance and reliability.
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## Internships

### **Software Engineering Intern, CDAC (Centre for Development of Advanced Computing)**

- Developed an Augmented and Virtual Reality-based educational tool for students with learning disabilities.
- Designed and implemented AR Features using Unity and C# to create interactive learning environments.
- Integrated ML-based object recognition to detect and label real world items via device cameras.

### **Makonis Software Solutions — Technical Intern**

- Developed a machine learning solution to automatically assess and rank subjective exam responses using NLP.
  - Built and trained NLP models to evaluate and score student-written answers against reference solutions.
  - Applied and pre-trained language models to improve answer relevance detection.
  - Designed scalable algorithms for automated education assessments with BERT transformers for sentiment analysis.
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## Education

### **MBA – Business Administration (Distinction)**

University of Central Lancashire (UCLan), UK (Distinction)

### **Bachelor of Engineering – Computer Engineering**

Vishwakarma Institute of Information Technology, India

Graduated: 2021 | CGPA: 9.4

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## Skills

### **Programming & Scripting:**

Python, Bash, C++, SQL, Java

### **Backend & APIs:**

RESTful APIs, Backend Integrations, Data Processing, Spring Boot

### **Containers & Cloud-Native:**

Docker, Kubernetes, Jenkins, Ansible, Terraform, Grafana, Azure VM, Azure Kubernetes

### **Infrastructure & Systems:**

Linux (RHEL), VMware, KVM, Virtualisation, Servers

### **Automation & DevOps:**

Ansible, Git, GitHub Actions, Infrastructure Automation

### **Protocols & Systems:**

SIP, VoIP, RTP, SDP (Avaya environments)

### **Monitoring & Troubleshooting:**

Logs Analysis, System Diagnostics, Platform Stability, Production Support

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## Certifications

- Google Data Analytics
- Microsoft Business Analyst Certification
- SQL & Python for Data Analysis – Completed
- Project Management & Agile Fundamentals – Completed
- Azure AZ-900