

## AMIT INGOLE

### Senior Technology Leader – Cloud Contact Center Transformation | AI-Driven Program Execution

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## PROFESSIONAL SUMMARY

- **19+ years of experience** in designing, developing, and implementing **cloud-based and AI solutions (CCaaS, IVR, and SaaS)** for enterprise-level systems.
  - Proven expertise in **AI and cloud platforms** such as **Five9, AWS Connect, Twilio, and Cisco CVP**, with hands-on experience in **distributed systems, microservices, and serverless architectures**.
  - Strong background in **Agile methodologies, DevOps, CI/CD pipelines**, and leading cross-functional teams to deliver scalable, secure, and high-performance cloud solutions.
  - Demonstrated ability to **architect and optimize cloud platforms**, integrate with **CRM systems (Salesforce)**, and deliver **transformational business outcomes**.
  - Recognized for **technical leadership**, mentoring teams, and driving **cloud governance, security, and compliance initiatives**.
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## TECHNICAL SKILLS

- **Cloud Platforms:** Five9, Twilio, Cisco CVP, AWS Connect, Genesys, Avaya, Salesforce
  - **Programming Languages:** Java, NodeJS, JavaScript React, Python, VoiceXML, HTML, XML
  - **AI Speech Analytics & Automation:** CallMiner Eureka, Real-time Call Transcription, Sentiment Analysis, Automated QA Scoring, After-Call Summarization, Agent Performance Insights
  - **DevOps & CI/CD Tools:** Jenkins, Git, SVN, Docker, Kubernetes (K8S), Splunk, ServiceNow
  - **Databases:** MySQL, MS-SQL Server, S3, Cassandra, MongoDB
  - **Cloud Technologies:** Microservices, Serverless Architectures, Lambda, S3, Kafka, Elastic
  - **Methodologies:** Agile, Scrum, Waterfall, SOAP, REST
  - **Leadership:** Technical Program Management, Team Mentoring, Cloud Governance, Security & Compliance
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## PROFESSIONAL EXPERIENCE

### Senior Technology Engineer

**AbbVie INC** | Sep 2022 – Present | Remote, USA

- **Led the implementation of CallMiner AI-driven speech analytics to automate QA scoring across** contact center operations, reducing manual evaluation effort by 85% and increasing scoring consistency.
- Developed and deployed **real-time AI call summarization** workflows, enabling agents to reduce After Call Work (ACW) from **2 minutes to 30 seconds**, improving productivity and overall customer experience.
- **Cloud Platform Integration:** Designed and implemented **cloud-based IVR solutions** using **Five9 and Twilio**, integrating with **Twilio, AI systems like Callminer** for scalable, high-performance CC operations.
- **Distributed Systems:** Led the development of **microservices-based architectures** for IVR tuning, SMS campaigns, and autodialer systems, improving system reliability by **20%**.
- **DevOps & CI/CD:** Integrated support teams and tools including WFM, Verint, Clearview, Pulse, JIRA, and Five9 WFA to streamline cloud-native application support, enhancing release efficiency by 30%.
- **Leadership:** Mentored a team of **9+ engineers**, providing technical oversight and fostering a culture of innovation and operational excellence.

- **Cloud Security & Compliance:** Ensured compliance with **HIPPA/PCI standards** and implemented **encryption protocols** for secure data handling in cloud environments.

## Sr. Specialist – Technology

**Synechron INC** | Sep 2015 – Sep 2022 | Remote, USA

- **Cloud Migration:** Migrated **on-premise backend services to AWS**, optimizing performance and reducing infrastructure costs by **25%**.
- **Distributed Architectures:** Designed and implemented **intelligent call routing systems** using **Twilio Flex** and **Cisco CVP**, improving call handling efficiency by **15%**.
- **Serverless Solutions:** Developed **serverless applications** using **AWS Lambda** and **NodeJS** for real-time call analytics and reporting.
- **Technical Leadership:** Led a team of **30+ engineers**, driving the adoption of **agile methodologies** and ensuring on-time delivery of cloud-based solutions.

## Assistant Manager – Software

**Synechron Technology India** | May 2009 – Sep 2015 | India

- **Cloud-Native Solutions:** Designed and deployed **multi-tenant IVR systems** on **Cisco Voice Portal**, supporting **32+ client workflows** and improving scalability.
- **DevOps Practices:** Implemented **CI/CD pipelines** for IVR applications, reducing deployment cycles by **40%**.
- **Technical Coaching:** Mentored junior engineers on **VoiceXML development** and **cloud integration**, fostering a culture of continuous learning.
- **Cloud Security:** Ensured **PCI compliance** for payment processing modules, enhancing data security

## Sr. Software Developer

**Amedeo Software India** | Aug 2004 – May 2009 | India

- Developed **IVR systems** using **Genesys Voice Portal (GVP)** and **Java**, laying the groundwork for scalable cloud-based solutions.
- **Technical Expertise:** Gained hands-on experience with **distributed systems, database integration, and cloud migration strategies**.

EDUCATION	CERTIFICATIONS & TRAINING
<ul style="list-style-type: none"> <li>○ <b>Bachelor of Engineering – Computer Science</b> Amravati University, India   2000 – 2004</li> </ul>	<ul style="list-style-type: none"> <li>○ <b>ITIL Certified</b></li> <li>○ <b>Five9 Contact Center Essentials</b></li> </ul>
KEY ACHIEVEMENTS	
<ul style="list-style-type: none"> <li>○ <b>Cloud Optimization:</b> <b>Reduced cloud infrastructure costs by 25%</b> through effective resource management and migration strategies.</li> <li>○ <b>Leadership Excellence:</b> Recognized with Synechron’s Milestone Award (2021) and Surpass Award (2015, 2012) for outstanding performance and technical leadership.</li> <li>○ <b>Innovation:</b> Delivered 50+ cloud-based solutions for IVR, CRM integration, and contact center automation, driving business growth and customer satisfaction</li> </ul>	
<b>ADDITIONAL INFORMATION : Languages:</b> English (Fluent), Hindi (Native), Marathi (Native)	