ERHAN SÖNMEZ

Senior Software Developer (Web · PBX · Microservices · AI)

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Summary

Since 2012, I've been building web applications, call-center solutions, and real-time communication systems. With 4.5 years of FreePBX/Asterisk experience, I have taken into production three-way conferencing (ConfBridge), WebRTC-based agent UIs, predictive dialers, and ElevenLabs AI voice-agent integrations. In e-commerce I built a microservice backend, customs-aware pricing for product variations, and multiple payment integrations. My goal is to deliver measurable, sustainable products that truly create user value while keeping the architecture lean.

Domains & Competencies

1) Contact Center & Communication Systems

- FreePBX, Asterisk, WebRTC, Socket
- Three-way conference integration: designed flows that dynamically attach an ElevenLabs voice agent to the conference, with instant human takeover when needed.
- Predictive dialer: priority, pacing and concurrency optimization; fine-tuned based on live traffic.

2) Web & Mobile Product Development

- Advanced HTML, CSS, JavaScript
- Modern UIs and mobile apps with React.js and React Native
- Multilingual content, faceted search, dynamic filtering, SEO/metadata

3) Backend & Microservices

- Service development with Node.js and PHP (advanced)
- Web API design; clean, versionable endpoints
- Microservice e-commerce backend: Node.js · Redis · MongoDB · PHP · React.js

4) Data & Messaging

- MySQL (advanced), MongoDB, Redis
- RabbitMQ (exchange/queue/binding, routing keys, TTL/Retry/DLQ)

5) Cloud, Servers & Deployment

- AWS service management
- Linux (incl. CentOS), Apache/Nginx, load-balancing

6) Mapping & Routing

- Travelling-salesman variants: Google Maps–compatible automatic/hybrid exact-order routing solutions

7) Game Development

- Unity (C#): Three mobile games published on Google Play & App Store

8) Supporting Tools

- Git, VS Code, PhpStorm, sngrep, Postman/curl, MongoDB Compass, DBeaver/TablePlus, Redis CLI

AI Work

- FreePBX Three-Way + ElevenLabs: dynamically attached ElevenLabs voice agents to FreePBX conferences; built flows for natural responses, low latency, and single-step agent takeover.
- Python-based AMD (team of 3): built the layer that detects answering machines vs humans using Python services integrated with FreePBX; production-ready via RabbitMQ with TTL/Retry/DLQ.
- Post-call Summary/Notes: designed helpers that generate standardized notes/summaries at call end to speed up operations.

Highlighted Projects

WebRTC-Based Contact Center Platform — browser-based agent/admin UIs; real-time state and reporting; flexible flows.

Contribution: co-designed the UI and backend; tuned for connection stability and low latency.

Automatic/Predictive Dialer — call strategies sensitive to queue/agent capacity.

Contribution: improved scheduling and prioritization using production metrics.

FreePBX Three-Way + ElevenLabs — dynamic voice-agent conferencing and instant takeover.

Contribution: ConfBridge flow, panel integration, and field-proven reliability.

Microservice E-Commerce Core — product/category/logistics data models; real-time customs pricing; multiple payment integrations.

Contribution: Node.js/PHP services; critical-path caching with Redis; fast filtering with React.js.

Queuing & Notifications — separation of order/notification/call events over RabbitMQ.

Contribution: exchange/queue/binding design; routing-key strategies; reliable processing with TTL/Retry/DLQ.

In-Demand Qualities & My Match

- Real-time smooth experiences: low-latency, user-friendly UIs and call flows with WebRTC + React.
- Microservices and modular development: Node.js/PHP services; clear, lean Web APIs.
- Asynchronous and resilient design: retries, delayed jobs, DLQ with RabbitMQ; low-latency with Redis.
- Product focus: multilingual, high-performance UI; SEO/metadata; customs-aware variations and multiple payments.

Experience Summary

General Experience · 2012 – Present

- Custom projects, web applications, iOS/Android apps, real-time messaging, standard web software, and e-commerce system setup, development, and operations.

Technical Lead · Custom E-Commerce System · 18 months

- Core architecture, data models, multiple payment methods, real-time customs pricing, React/Node/PHP coordination.

Senior Software Developer · Contact Center Solutions · 4.5 years

- FreePBX/Asterisk; WebRTC call-center flows; predictive dialer; three-way conferencing and ElevenLabs voice-agent integration.

Tech Stack

- Frontend: React.js, React Native, HTML, CSS, JavaScript
- Backend: Node.js, PHP (advanced), Web API
- Communication: FreePBX, Asterisk, WebRTC, Socket
- Data: MySQL, MongoDB, Redis
- Messaging: RabbitMQ (routing, TTL/Retry/DLQ)
- Cloud & Server: AWS, Linux, Apache/Nginx

Education & Languages

- Computer Programming (Associate) · University/Vocational School, Turkey · 2012

- Languages: Turkish (native), English (A2)

Contact & References

You can reach me directly via the contact details above. References available upon request.