

Atul Thosar (He/Him | Pune-India | GMT +5:30)

!!! Software Engineer !!!

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CORE COMPETENCIES

- ❖ Systems **Architecture & Design**
- ❖ New Product Development
- ❖ Requirement Gathering & Analysis
- ❖ Analytical and Problem Solving Skills

SOFT SKILLS

- ❖ Planner, Executor
- ❖ **Owner, Accountable**
- ❖ Collaborator
- ❖ Communicator

ACHIEVEMENTS

- ❖ Received **Teamwork Cultural Principles Award** for Avaya Mega ACD 10.0 GA work
- ❖ Received **Exemplary Team Achievement Award** for Avaya CC Elite Collectors 3.3 GA Release.
- ❖ Completed **General Management Program** for Executives from [IIM Lucknow](#) with **Excellent Grade** (Batch 2020-2021)
- ❖ **C++** Programming Language **Test Certificate** from Adaface. Ref No: 1434401

HIGHEST EDUCATION

- ❖ **M. Sc.** (Computer Science), Pune University, India, 2003-2005 (**70.73%**)

PROFILE SUMMARY

18+ years of enriching professional experience building efficient backend systems and services.

Proficient in:

- ❖ Software Engineering Fundamentals (Data Structures, Multi-threaded Programming, IPC, Concurrency, OOD)
- ❖ Conceptualization, design, implementation and technical ownership of products and services
- ❖ Delivering projects requiring cross-team collaboration and coordination.
- ❖ Providing Technical leadership to the team.
- ❖ Writing clear, readable, and maintainable code.
- ❖ Working in an Agile/Scrum environment.
- ❖ Mentoring junior team members.
- ❖ Adapt and Learn the new technology

TECHNICAL SKILLS

- ❖ Cloud: **k8s**, Kind, **docker**, ReST APIs development, Azure
- ❖ Programming: **C**, **C++11**, Lua Scripting, Core Java, SQL
- ❖ Databases: MS SQ Server, SQLite, CouchDB, Cassandra.
- ❖ Messaging Frameworks: RabbitMQ
- ❖ Debugging Tools: gdb, **wireshark**, **tcpdump**, valgrind, openssl
- ❖ Code Analysis Tools: Sonar, Coverity
- ❖ Dev Environments: CI/CD DevOps Flow, GIT/SVN SCM, Bitbucket, Crucible, Confluence, Jira, Bamboo, Jenkin, CMake, Maven
- ❖ Network Protocols: **TCP/IP**, **UDP**, SIP, SDP, SUBSCRIBE/NOTIFY, REFER, MIME, SMTP, POP3, IMAP, DVB MPEG-2, PSI/SI
- ❖ Security: oAuth2, CAS (Conditional Access System. E.g Conax)
- ❖ Automation Tools: Sipp, Jmeter
- ❖ Telephony Softwares: FreeSwitch, Kamailio, pjsip
- ❖ Domains: **Telecom**, **CC** (Contact Centers), IP Telephony/VoIP, STB/DVB/DTV, **Embedded** Middleware

PROFESSIONAL EXPERIENCE SUMMARY

<p>T-Systems ICT India Pvt. Ltd</p> <ul style="list-style-type: none"> ❖ Solution Architect (Dec 2023 to Sept 2024) - 0.9 Years 	<p>ACCOMPLISHMENTS</p> <ul style="list-style-type: none"> ❖ Vendor Management: Collaborate between OEM Partners and Product Team. Ensures alignment with business and technical objectives. ❖ Offshore Team Management: Resource planning and allocation. ❖ Technical Leadership: Expert technical guidance in the Voice/VoIP domain
<p>Avaya India Pvt. Ltd.</p> <ul style="list-style-type: none"> ❖ Software Engineer IV (Mar 2015 to April 2023) - 8.2 Years ❖ Software Engineer (May 2007 to April 2010) - 3 Years <p>MAJOR PROJECTS</p> <ul style="list-style-type: none"> ❖ Mega ACD (Automatic Call Distribution) ❖ Omni Channel Router (OCR) PoC ❖ UPO (URL Parameter Obfuscation) Service PoC ❖ APEX/AME (Avaya Mobile Experience) Cloud IVR Service ❖ MSAS (Microsoft Agent Assist) PoC ❖ Oceanalytics for CC (Contact Center) Elite Collector ❖ AIC (Avaya Interaction Center) 	<p>ACCOMPLISHMENTS</p> <ul style="list-style-type: none"> ❖ Architect and Design the complete solution (UPO - a kind of Short-URL Service). ❖ Lead a team of two associates for the Re-design of CMSi Reporting module in Mega ACD Project. ❖ As part of Idea Conceptualization group, did the fast paced PoCs using various technologies. ❖ Worked on Complex Legacy products/solutions which require Refactoring and Reverse Engineering. ❖ Drove the Jira/Bug Scrubbing Team. ❖ Near Real Time reporting feature on a private cloud IVR Service (Apex). ❖ Agent Assist PoC using Microsoft Cognitive Speech SDK, developed using Azure Functions and Azure Redis Cache. ❖ Re-wrote the entire email parsing logic during the re-writing of legacy Email Server. ❖ High/Low Level Design (HLD/LLD) Documents. ❖ CEC and Blackduck/Security Compliances. ❖ Did the number of bug fixes and enhancements in all the projects.
<p>Persistent Systems Ltd.</p> <ul style="list-style-type: none"> ❖ Project Lead (Dec 2012 to Feb-2015) - 2.2 Years <p>PROJECTS</p> <ul style="list-style-type: none"> ❖ CloudTc Phone 	<p>ACCOMPLISHMENTS</p> <ul style="list-style-type: none"> ❖ Upgrading of open source pjsip stack to higher version. ❖ Implemented Call Park functionality. ❖ Addressed tech debt.
<p>Indieon Tech. Pvt. Ltd.</p> <ul style="list-style-type: none"> ❖ Senior Design Engineer (May 2010 to Nov 2012) – 2.7 Years <p>PROJECTS</p> <ul style="list-style-type: none"> ❖ STB (Aspire-1000) 	<p>ACCOMPLISHMENTS</p> <ul style="list-style-type: none"> ❖ Experienced Startup culture. Played various roles simultaneously. ❖ Customer Interaction, Requirement gathering, feasibility analysis, technical specification ❖ Owner of STB middleware (bug fixes, maintenance, new feature design and development)
<p>Aftek Infosys Pvt. Ltd.</p> <ul style="list-style-type: none"> ❖ Software Engineer (July 2005 - July 2006) – 1 Year ❖ Trainee Software Engineer (Dec 2004 - June 2005) – 6 Months <p>PROJECTS</p> <ul style="list-style-type: none"> ❖ PWG-500 (Client: GTek) 	<p>ACCOMPLISHMENTS</p> <ul style="list-style-type: none"> ❖ Owner of SIP Signalling side of VoIP Client ❖ Perform RFC 3261 (SIP) Compliance report on VoIP client. ❖ Designed and developed “Multiple SIP Server” Feature