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 API development, Azure
- ❖ Programming: **C, C++11**, Lua Scripting, Core Java, SQL
- ❖ Databases: MS SQL 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, RDK Ecosystem

PROFESSIONAL EXPERIENCE SUMMARY

T-Systems ICT India Pvt. Ltd ❖ Solution Architect (Dec 2023 to Sept 2024) - 0.9 Years	**ACCOMPLISHMENTS** ❖ **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
Avaya India Pvt. Ltd. ❖ Software Engineer IV (Mar 2015 to April 2023) - 8.2 Years ❖ Software Engineer (May 2007 to April 2010) - 3 Years **MAJOR PROJECTS** ❖ Mega ACD (Automatic Call Distribution) ❖ Omni Channel Router (OCR) PoC ❖ UPO (URL Parameter Obfuscator) 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)	**ACCOMPLISHMENTS** ❖ **Architect and Design** the complete solution (UPO - a kind of Key-value store). ❖ **Lead a team of two associates** for the Re-design of CMSi Reporting module in Mega ACD Project. This results in ➢ Improved event processing time by **99.96%**. ➢ No more events dropped ➢ Support 5K events per second load. ❖ 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.
Persistent Systems Ltd. ❖ Project Lead (Dec 2012 to Feb-2015) - 2.2 Years **PROJECTS** ❖ CloudTc Phone	**ACCOMPLISHMENTS** ❖ **Upgrading** of open source pjsip stack to higher version. ❖ Implemented **Call Park functionality**. ❖ Addressed tech debt.
Indieon Tech. Pvt. Ltd. ❖ Senior Design Engineer (May 2010 to Nov 2012) – 2.7 Years **PROJECTS** ❖ STB (Aspire-1000)	**ACCOMPLISHMENTS** ❖ Managed multiple roles across the product lifecycle embracing **fast paced startup culture.** ❖ Directly **interacted with customers** for requirement gathering, technical specifications ❖ **Solely responsible** for the design, development, maintenance, and bug-fixing of the Set-Top Box (STB) **middleware layer**.
Aftek Infosys Pvt. Ltd. ❖ Software Engineer (July 2005 - July 2006) – 1 Year ❖ Trainee Software Engineer (Dec 2004 - June 2005) – 6 Months **PROJECTS** ❖ PWG-500 (Client: GTek)	**ACCOMPLISHMENTS** ❖ Owner of SIP Signalling side of VoIP Client ❖ Perform **RFC 3261 (SIP) Compliance** report on VoIP client. ❖ Designed and developed "Multiple SIP Server" Feature