

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

!!! Software Engineer/Architect !!!

+91 94225 09914 | [Email](#) | [LinkedIn](#) | [Blog](#)

## 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

<p><b>T-Systems ICT India Pvt. Ltd</b></p> <ul style="list-style-type: none"><li>❖ Solution Architect (Dec 2023 to Sept 2024) - 0.9 Years</li></ul> <p><b>PRODUCT</b></p> <ul style="list-style-type: none"><li>❖ <a href="#">DT Home Gateway Router</a></li></ul>	<p><b>ACCOMPLISHMENTS</b></p> <ul style="list-style-type: none"><li>❖ <b>Vendor Management:</b> Collaborate between OEM Partners and Product Team. Ensures alignment with business and technical objectives.</li><li>❖ <b>Offshore Team Management:</b> Resource planning and allocation.</li><li>❖ <b>Technical Leadership:</b> Expert technical guidance in the Voice/VoIP domain</li></ul>
<p><b><a href="#">Avaya India Pvt. Ltd.</a></b></p> <ul style="list-style-type: none"><li>❖ Software Engineer IV (Mar 2015 to April 2023) - 8.2 Years</li><li>❖ Software Engineer (May 2007 to April 2010) - 3 Years</li></ul> <p><b>MAJOR PRODUCTS/PoCs</b></p> <ul style="list-style-type: none"><li>❖ <a href="#">Mega ACD</a> (Automatic Call Distribution)</li><li>❖ UPO (URL Parameter Obfuscator) Service</li><li>❖ <a href="#">APEX/AME</a> (Avaya Mobile Experience) Private Cloud IVR as a Service</li><li>❖ <a href="#">Oceanalytics</a> for CC (Contact Center) Elite Collector</li><li>❖ AIC (Avaya Interaction Center)</li><li>❖ Omni Channel Router (OCR) PoC</li><li>❖ MSAS (Microsoft Agent Assist) PoC</li></ul>	<p><b>ACCOMPLISHMENTS</b></p> <ul style="list-style-type: none"><li>❖ Optimized real-time event processing, achieving a <b>99.96% reduction in latency</b>.</li><li>❖ Led a team of two associates and Re-architected a reporting component to handle <b>5,000+ events per second</b>.</li><li>❖ Designed and built a private cloud <b>custom Key-Value store</b> solution from the ground up (UPO).</li><li>❖ Optimized the IVR development environment by packaging all components into a single VM template, <b>cutting setup time by 83%</b> per instance.</li><li>❖ Addressed a fundamental design flaw in the TCP server by implementing a <b>byte-stream aggregator</b> to correctly process partial reads and maintain protocol integrity.</li><li>❖ Led the complete reimplementation of <b>email parsing logic</b> during legacy email server modernization</li><li>❖ Worked on <b>Complex Legacy</b> products/solutions which require <b>Refactoring</b> and <b>Reverse Engineering</b>.</li><li>❖ <b>Design and Implemented near real time reporting feature</b> on a private cloud IVR Service (Apex).</li><li>❖ <b>Agent Assist PoC</b> using Microsoft Cognitive Speech SDK, developed using <b>Azure Functions</b> and <b>Azure Redis Cache</b>.</li></ul>
<p><b><a href="#">Persistent Systems Ltd.</a></b></p> <ul style="list-style-type: none"><li>❖ Project Lead (Dec 2012 to Feb-2015) - 2.2 Years</li></ul> <p><b>PROJECT</b></p> <ul style="list-style-type: none"><li>❖ CloudTc Phone</li></ul>	<p><b>ACCOMPLISHMENTS</b></p> <ul style="list-style-type: none"><li>❖ Led the upgrade of the open-source PJSIP stack to a newer, more stable version.</li><li>❖ Successfully implemented <b>Call Park functionality</b>.</li><li>❖ Proactively addressed and resolved <b>technical debt</b>.</li></ul>
<p><b><a href="#">Indieon Tech. Pvt. Ltd.</a></b></p> <ul style="list-style-type: none"><li>❖ Senior Design Engineer (May 2010 to Nov 2012) – 2.7 Years</li></ul> <p><b>PRODUCT</b></p> <ul style="list-style-type: none"><li>❖ STB (Aspire-1000)</li></ul>	<p><b>ACCOMPLISHMENTS</b></p> <ul style="list-style-type: none"><li>❖ Managed multiple roles across the product lifecycle embracing <b>fast paced startup culture</b>.</li><li>❖ Directly <b>interacted with customers</b> for requirement gathering, technical specifications.</li><li>❖ <b>Solely responsible</b> for the design, development, maintenance of the Set-Top Box (STB) <b>middleware layer</b>.</li></ul>
<p><b><a href="#">Aftek Infosys Pvt. Ltd.</a></b></p> <ul style="list-style-type: none"><li>❖ Software Engineer (July 2005 - July 2006) – 1 Year</li><li>❖ Trainee Software Engineer (Dec 2004 - June 2005) – 6 Months</li></ul> <p><b>PROJECT</b></p> <ul style="list-style-type: none"><li>❖ PWG-500 (Client: GTek)</li></ul>	<p><b>ACCOMPLISHMENTS</b></p> <ul style="list-style-type: none"><li>❖ Conducted comprehensive <b>SIP compliance analysis</b> against RFC 3261, identifying and resolving protocol-level gaps</li><li>❖ Perform <b>RFC 3261 (SIP) Compliance</b> report on VoIP client.</li><li>❖ Designed and Implemented <b>Multiple SIP Server</b> feature support in VoIP client.</li></ul>