

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

!!! Software Engineer/Architect !!!

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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

<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>PRODUCT</p> <ul style="list-style-type: none"> ❖ DT Home Gateway Router 	<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 PRODUCTS/PoCs</p> <ul style="list-style-type: none"> ❖ Mega ACD (Automatic Call Distribution) ❖ Omni Channel Router (OCR) PoC ❖ UPO (URL Parameter Obfuscator) Service ❖ APEX/AME (Avaya Mobile Experience) Private 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"> ❖ Optimized real-time event processing, achieving a 99.96% reduction in latency. ❖ Led a team of two associates and Re-architected a reporting component to handle 5,000+ events per second. ❖ Designed and built a custom Key-Value store solution from the ground up (UPO). ❖ Optimized the IVR development environment by packaging all components into a single VM template, cutting setup time by 83% per instance. ❖ Addressed a fundamental design flaw in the TCP server by implementing a byte-stream aggregator to correctly process partial reads and maintain protocol integrity. ❖ Led the complete reimplementation of email parsing logic during legacy email server modernization ❖ Worked on Complex Legacy products/solutions which require Refactoring and Reverse Engineering. ❖ Design and Implemented 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.
<p>Persistent Systems Ltd.</p> <ul style="list-style-type: none"> ❖ Project Lead (Dec 2012 to Feb-2015) - 2.2 Years <p>PROJECT</p> <ul style="list-style-type: none"> ❖ CloudTc Phone 	<p>ACCOMPLISHMENTS</p> <ul style="list-style-type: none"> ❖ Led the upgrade of the open-source PJSIP stack to a newer, more stable version. ❖ Successfully implemented Call Park functionality. ❖ Proactively addressed and resolved technical 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>PRODUCT</p> <ul style="list-style-type: none"> ❖ STB (Aspire-1000) 	<p>ACCOMPLISHMENTS</p> <ul style="list-style-type: none"> ❖ 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 of the Set-Top Box (STB) middleware layer.
<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>PROJECT</p> <ul style="list-style-type: none"> ❖ PWG-500 (Client: GTek) 	<p>ACCOMPLISHMENTS</p> <ul style="list-style-type: none"> ❖ Conducted comprehensive SIP compliance analysis against RFC 3261, identifying and resolving protocol-level gaps ❖ Perform RFC 3261 (SIP) Compliance report on VoIP client. ❖ Designed and Implemented Multiple SIP Server feature support in VoIP client.