# ASHUTOSH PUJARI

**TECHNICAL ARCHITECT | ENGINEERING LEADER**

Java • Spring Boot • Microservices • Contact Center • IVR • Cloud • DevOps • GenAI

**PUNE, INDIA**
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| 20+ | 10+ | 25 | End-to-End |
|---|---|---|---|
| Years IT Experience | Years Architecture Focus | Max Team Size Led | Technology Delivery |

## EXECUTIVE SUMMARY

**Technology leader with 20+ years of IT experience across software architecture, Java/J2EE engineering, Spring/Spring Boot, microservices, REST/SOAP services, Contact Center and IVR platforms, technical leadership and project delivery.** Strong end-to-end ownership from requirements and estimation through architecture, high/low-level design, coding, code review, testing, deployment, production support and stakeholder management. The source resume states that the last 10 years have been focused mainly on software architecture.

## WHAT I BRING

**ARCHITECTURE**
Solution architecture • HLD/LLD • UML • Design Patterns • Microservices

**JAVA ENGINEERING**
Java • J2EE • Spring • Spring Boot • Spring MVC • Hibernate • REST • SOAP • JMS

**CONTACT CENTER**
VXML • Avaya Aura • IVR • CTI • Agent Desktop • Nuance Speech Server

**DELIVERY LEADERSHIP**
Requirements • Estimation • Planning • Code Review • Testing • Releases • Mentoring

**CLOUD & DEVOPS**
AWS EC2 • Elastic Beanstalk • RDS • S3 • Git • Jenkins • OpenShift • Docker • Kubernetes

**AI / MODERN TECH**
GitHub Copilot • Microsoft Copilot • Cursor AI • Claude • n8n • GenAI • Agentic AI

## CAREER TIMELINE

| PERIOD | ORGANIZATION | ROLE |
|---|---|---|
| 2026 – Present | Freelancer | **Technical Architect** |
| 2024 – 2026 | Neurealm (earlier GAVS-GSLab) | **Associate Project Manager** |
| 2021 – 2024 | Mphasis | **Project Manager** |
| 2016 – 2021 | Capgemini | **Technical Manager** |
| 2015 – 2016 | P Technologies / generatesourcecode.com | **Software Architect** |
| 2014 – 2015 | Avaya (India) Ltd. | **Software Architect** |
| 2013 – 2014 | P Technologies / generatesourcecode.com | **Software Architect** |
| 2005 – 2013 | HSBC Global Technology | **Senior Consultant Specialist** |
| 2000 – 2005 | L&T Infotech | **Project Leader** |
| 1999 – 2000 | Delphi Computech / Sidvin / Symphony Technologies | **Software Engineer** |

## SIGNATURE PROJECTS

**One IVR / Skybranch** | *Barclays* | *Tech Lead | 2016–2021*
Retail banking contact-center IVR supporting balances, transactions, transfers and agent transfer. One IVR consolidated retail and card flows using microservice architecture with independently deployable modules.

**Avaya Server Products** | *Avaya* | *Manager / Tech Lead | 2024–2026*
Managed L4 support for AADS, AAWG, AAPS, AMM and CES products; led a 10-member team, ticket/PEA assignment, stakeholder coordination and technical resolution.

**Charles Schwab Trading Application** | *Charles Schwab* | *Manager / Tech Lead | 2021–2024*
Application supporting agent-assisted stock transactions with live and historical market data, charting, futures and options; led design, coding, integration testing, deployment and release.

**HSBC Voice Framework (HVF) / HUB** | *HSBC* | *Software Architect | 2008–2013*
Architected a reusable VXML IVR platform and developed the in-house HVF framework from scratch, supporting configurable modules, forms, backend integration and database/mainframe communication.

**generatesourcecode.com** | *Online Business* | *Software Architect | 2013–Present (source resume)*
Live technical website for online source-code generation, tutorials, best practices and developer productivity; responsible for roadmap, architecture, coding, deployment and team management.

**IVR Ticketing System** | *Ticketek* | *Software Architect | 2014–2015*
Speech-enabled ticket-booking IVR using Avaya OD, Java/J2EE and Nuance Speech Server, with SLM capabilities, web services, Hibernate and usage analytics.

## SELECTED IMPACT & LEADERSHIP

- Architected Java/J2EE and VXML IVR applications and reusable frameworks across banking, contact-center and customer-service environments.
- Owned technical delivery end-to-end: requirements, estimation, architecture, HLD/LLD, development, code review, testing, deployment and production support.
- Led and mentored teams of up to 15 members while coordinating with customers and multiple stakeholders.
- Worked on microservice architecture where business capabilities such as identification, verification and payment were separated into independently deployable modules.
- Built a live developer productivity website focused on source-code generation, tutorials and technical information.
- Received Best Innovator, RISE Award and Team Award recognition during tenure with HSBC.

## EDUCATION & CERTIFICATIONS

| QUALIFICATION | INSTITUTE / BOARD | YEAR / SCORE |
|---|---|---|
| P.G.D.C.A. | CMC (I) Ltd | 1998–99 \| 84.8% |
| B.E. (Mechanical) | Gulbarga University | 1996 \| 63.7% |
| H.S.C. | S.B. College | 1992 \| 52.1% |
| S.S.C. | Gramajyothi High School | 1990 \| 66.3% |

**Certifications: Sun Certified Java Programmer (SCJP) • Brain Bench Certified Java 1.2 Programmer (SCJP)**

## TECHNICAL KEYWORDS

Java, J2EE, Spring, Spring Boot, Spring MVC, RESTful Services, SOAP, Hibernate, JMS, Microservices, VXML, Avaya Aura Experience Portal, Avaya Orchestration Designer, CTI, IVR, Oracle, DB2, Tomcat, WebSphere, WebLogic, Eclipse, IntelliJ, Git, Jenkins, OpenShift, JUnit, TestNG, Mockito, PowerMockito, AWS, GitHub Copilot, Microsoft Copilot, Cursor AI, Claude, n8n, Generative AI, Agentic AI