



# Ravi Kiran

Engineering Manager with Expertise in Voice API and WebRTC Solutions | Proven Success at Plivo and Radisys | Team Leadership in Voice and WebRTC Technology | Innovation and Cost-Efficient.

## GET IN CONTACT

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## PERSONAL DETAILS

- Total Experience 13 Years 0 Month
- Current Location Bangalore/Bengaluru
- Date of Birth Apr 19, 1988
- Gender Male
- Marital Status Married

## SKILLS

- Technical Project Manager
- Project Management
- Web Technologies
- Distribution System
- Performance Management
- Technical Architecture
- Software Development
- Agile Methodology

## TECHNICAL SKILLS

- C++
- Python
- WebRTC
- Terraform
- Elk Cluster
- ECS
- Kubernetes

## LANGUAGES KNOWN

- English
- Telugu
- Hindi

## SOCIAL LINKS

- <https://www.linkedin.com/in/ravi-kiran-250a7623/>

## PROFILE SUMMARY

As an Engineering Manager currently, I bring extensive software leadership and technical expertise to the table. My role at Plivo involves driving the adoption of AI-driven text-to-speech and orchestrating cost-saving migrations to an ARM-based platform, resulting in substantial annual savings. I skillfully manage a team of 14, ensuring end-to-end project delivery and providing crucial support for customer solutions. My prior positions at RadiSys highlighted my technical proficiency in WebRTC integration and effective project leadership. During my tenure as a Senior Software Engineer at Genesys, I honed my C++ skills. Committed to software development excellence, I remain a valuable asset.

## EDUCATION HISTORY

### Graduation

|                 |                                       |
|-----------------|---------------------------------------|
| Course          | B.Tech/B.E.( Computers )              |
| College         | Vellore Institute of Technology (VIT) |
| Year of Passing | 2009                                  |
| Grade           | 8.9/10                                |

### Class XII

|                 |                |
|-----------------|----------------|
| Board           | Andhra Pradesh |
| Medium          | English        |
| Year of Passing | 2005           |
| Grade           | 85-89.9%       |

### Class X

|                 |                |
|-----------------|----------------|
| Board           | Andhra Pradesh |
| Medium          | English        |
| Year of Passing | 2003           |
| Grade           | 85-89.9%       |

## WORK EXPERIENCE

Dec 2022 to Present

### Software Development Manager at Plivo

- Orchestrated the transition of the team towards an AI-driven text-to-speech engine, replacing the existing Polly system, resulting in an annual cost reduction of

approximately \$30,000.

- Spearheaded cost-saving initiatives by migrating the media server to an ARM-based platform, achieving annual savings of around \$24,000.
- Implemented multiple quality checkpoints within the team to enhance overall performance.
- Managed a team of 14 members, encompassing both developers and quality assurance personnel, while also providing support for voice platform and client SDKs across various platforms, including browsers, Android, and iOS.
- Held accountability for end-to-end project deliverables. From Development to deployment in production.
- Provided critical support for Plivo's Customer Care solution (contacto) and Voice customer within the Voice platform and ClientSDK, addressing and resolving several crucial customer issues.
- Owning and maintaining production AWS infra for voice-core services.

Jan 2020 to Nov 2022

#### **Technical Project Manager at RadiSys**

- Acting as Scrum master, Project manager, and Developer for some of the deliverables is part of my everyday job.
- Integrated WebRTC/DTLS module into Media Server which was the key for offering new product Cpaas to market by Radisys
- Developed and lead 'Bundle WebRTC ' and RTCPMux into Media Server for optimizing the WebRTC handshake duration to less than 2 secs from 5 secs.
- Lead the development of a Universal license solution at Media Server which is an extendable license solution with minimal changes for future license feature addition.
- Coached/Trained team over 3 years to handle complex control protocol modules in Media engine which includes Sip Stack, VXML, MSML, MSCML, Speech Manager, WebRTC, MRFC load balancer, and License Module but not limited to these.
- Worked with containerized Media Server on Kubernetes orchestration.
- As a leader, I spearheaded the development of a Universal license solution for the Media Server. This solution is designed to accommodate future license feature additions with minimal modifications

Jan 2015 to Dec 2019

#### **Software Dev Staff Engineer at Radisys**

- Contributed to Radisys MRF product development, specializing in SIP/SDP stack over UDP, TCP, and TLS protocols.
- Implemented various XML elements, including <keyword detection> and <speech>, within the msml/mscml protocol.
- Implemented high availability for recording features in media server
- Successfully integrated SIP DNS resolution (NAPTR/SRV/A/AAAA) into the Media Server's SIP stack and introduced SIP over TLS using OpenSSL.
- Proficiently utilized Linux tools, including Gdb, Purify, and

Clearcase, for efficient problem-solving and debugging.

Nov 2010 to Dec 2014

**Senior Software Engineer at Genesys Telecom labs**

- Expertise in programming C++ on UNIX and Windows.
- Extensive working knowledge in design patterns.  
Proficiency includes developing SIP stack based Applications, SOCKET programming exposure using C++.
- Worked on several customer issue involving crash, memory leak and performance issue of the server.