Sunil Kumar Nayak

Bangalore, India

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Professional Summary

Results-driven **VoIP Support Engineer** with strong hands-on experience in **C programming, Linux systems, SIP signaling, and PBX platforms**. Proven expertise in troubleshooting complex VoIP issues, debugging telecom applications, and supporting carrier-grade products. Adept at L2/L3 support, root cause analysis (RCA), and collaborating with cross-functional teams to deliver stable, scalable VoIP solutions.

Professional Experience

Software Engineer — Associate II   *Feb 2023 – Jul 2025*
Capgemini Engineering — Gurugram

- Provided **L2/L3 VoIP support** for telecom-grade products including **SIP Stack and UATK**, enabling clients such as Ericsson and Mavenir to build SIP-based applications.

- Debugged complex issues in **C-based SIP applications** on Linux using **GDB and Valgrind**, improving system stability and reducing production defects.

- Analyzed SIP call flows, SDP negotiation, early dialogs, forked responses, and media-related issues.

- Identified memory leaks, segmentation faults, and protocol handling issues, delivering high-quality patches.

- Collaborated with clients and internal teams to track issues in **JIRA**, perform detailed RCA, and deliver documented fixes.

- Ensured adherence to SIP standards and telecom best practices for high-availability communication systems.

Software Engineer — Associate II   *Jul 2025 – Present*
RSTACK Solutions — Bengaluru

- Deploy, configure, and maintain **FreeSWITCH, PBX systems, and VoIP infrastructure** in production and test environments.

- Administer VoIP servers, ensuring high availability, performance, and operational stability.

- Troubleshoot **SIP signaling issues**, one-way/no audio, registration failures, call drops, and RTP-related problems.

- Implement monitoring, alerts, and dashboards for real-time system health tracking and proactive incident prevention.

- Perform detailed **Root Cause Analysis (RCA)** and maintain technical documentation and knowledge base articles.

Technical Skills

Programming: C, Python, SQL (Basics)
VoIP & Telecom: VoIP, SIP, PBX, ICE, SDP, RTP
Platforms: FreeSWITCH
Operating Systems: Linux, Windows
Tools: GDB, Valgrind, Wireshark, Git, JIRA, Beyond Compare, MS Excel
Databases: RDBMS (Basic)
Soft Skills: Problem Solving, Logical Reasoning, Time Management, Client Communication

Certifications

- NPTEL – Data Analysis with Python

- NPTEL – Internet of Things

- NPTEL – Intellectual Property

- Data Entry Operator Certification

Awards

- WOW Excellence Award

- Team Excellence Award

- New Spark Award — Recognized for early impact, ownership, and strong problem-solving contributions

Education

Master of Computer Applications (MCA)
TACT — 2022

Bachelor of Science (B.Sc)
Utkal University — 2020

Interests

Sketching, Playing Guitar, Writing