

ACHYUT PAUDEL

Senior Platform Engineer | Cloud, DevOps & AI Systems

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PROFESSIONAL SUMMARY

Senior platform and cloud engineer with 7+ years designing, deploying, and securing production systems on Azure and AWS. Architect and infrastructure owner of AgentManager, a multi-tenant SaaS CRM serving hundreds of users across multiple agency tenants — owning containerised deployments, CI/CD, PostgreSQL, and network/security hardening while leading a distributed engineering team of 6+. Deep hands-on experience across the Microsoft stack: Microsoft 365 business suite administration and workflow automation, Azure Virtual Desktop environments, and self-hosted 3CX cloud telephony. Led remediation of a live production security breach (CVE-2025-29927) and is driving ISO 27001 certification readiness, while using AI/LLM automation to cut operating cost and processing time across production systems. Master of Networking (Cybersecurity), Melbourne Institute of Technology.

CORE TECHNICAL SKILLS

Cloud & Infrastructure: Microsoft Azure, AWS, Azure Virtual Desktop (AVD), Docker, Docker Swarm, Kubernetes / AKS, Nginx, virtual networks, load balancing, high-availability deployments

Microsoft 365 & Unified Communications: Microsoft 365 business suite administration, Exchange Online, Microsoft Graph, Entra ID / identity, M365 workflow automation, self-hosted 3CX, VoIP / SIP trunking, cloud telephony

Infrastructure as Code & Automation: Terraform, containerised deployments, certbot / SSL-TLS automation, infrastructure automation, scripting

CI/CD & DevOps: GitLab CI, CircleCI, Azure DevOps, automated build & release pipelines, Docker image pipelines

Security: ISO 27001 (readiness / implementation), OAuth 2.0, RBAC, SSL/TLS, incident response, vulnerability remediation, network hardening

Data & Messaging: PostgreSQL, MongoDB, MySQL, Redis, RabbitMQ, Kafka, message queues

Languages: Python, Go, TypeScript, JavaScript, SQL

Backend & APIs: Node.js, Express, tRPC, FastAPI, Django, REST, microservices, event-driven architecture

AI Systems & Automation: Azure OpenAI, Microsoft Azure AI Foundry, LLM orchestration & cost optimisation, RAG, agentic tool-use, automated workflows (n8n), AI call automation, model fine-tuning

SELECTED ACHIEVEMENTS

- **Security incident response** — led end-to-end remediation of a live production breach (CVE-2025-29927, Next.js middleware bypass): detected and removed a long-running cryptominer, rebuilt the compromised host, and hardened the deployment pipeline to prevent recurrence.
- **ISO 27001 readiness** — defining security controls, policies, and risk-management processes across the AgentManager platform, driving the organisation toward certification.
- **AI cost & time efficiency** — benchmarked and cost-optimised multi-provider LLM orchestration, cutting AI processing cost by ~30% while sustaining reliable structured output across 30,000+ records; AI-driven automation removed ~20 hours/week of manual processing across the platform.
- **Faster, safer releases** — built CI/CD pipelines on Docker Swarm that eliminated manual release steps, cutting deployment from ~30 minutes of hands-on work to a single push, improving release frequency and reducing human error.
- **Unified communications** — deployed and administer self-hosted 3CX cloud telephony with AI call automation, plus Microsoft 365 business suite workflows and Azure Virtual Desktop environments for distributed teams.
- **Build performance** — led a Webpack→Vite migration that cut build times by 42%, improving developer iteration speed across the team.

PROFESSIONAL EXPERIENCE

Senior Platform Engineer & Team Lead

Aug 2024 – Present

AgentManager / MaxiMax Education & Migration Services — Melbourne, Australia

- Architected and built AgentManager, a multi-tenant SaaS CRM for the Australian migration & education industry serving hundreds of users across multiple agency tenants — owning system architecture, cloud deployment, and delivery while leading a remote engineering team of 6+.
- Owned Azure cloud infrastructure and PostgreSQL databases end-to-end; built CI/CD pipelines on Docker Swarm and automated wildcard SSL via certbot-dns.
- Deployed and administered Azure Virtual Desktop environments and Microsoft 365 business suite workflows — virtual network configuration, virtual desktop provisioning, identity and access management for a distributed workforce.

- Drove AI-led cost and time efficiency — embedded LLM automation into the platform for email intent classification and routing via Microsoft Graph, AI-drafted replies with deduplication, and an automated review responder, removing ~20 hours/week of manual handling and cutting AI operating cost by ~30% through multi-provider orchestration and model-tier optimisation.
- Built event-driven visa-processing microservices (Node.js, tRPC) with Redis/RabbitMQ job queues, backed by a Go authentication service implementing OAuth 2.0 and role-based access control.
- Led remediation of a production security incident (CVE-2025-29927) — removed a cryptominer, rebuilt the compromised host, and hardened the pipeline; now driving ISO 27001 readiness.

IT Head (concurrent, part-time)

2025 – Present

Find the Courses Pty Ltd — Melbourne, Australia

- Own technology strategy and delivery for the platform, reporting to the CEO — including Microsoft 365 tenant administration, Azure infrastructure, and company-wide workflow automation.
- Founded Callrix, a 3CX cloud-telephony (VoIP) reseller practice — deploying and managing self-hosted 3CX systems, SIP trunking, and network configuration, and delivering AI call automation to business clients.
- Built AI systems that cut cost and turnaround time — an LLM course-intelligence platform (PostgreSQL + FastAPI + Azure AI Foundry) and an automated n8n scraping/extraction pipeline operating at 30,000+ course scale; fine-tuned a text-to-SQL model to replace a slower RAG pipeline, reducing query latency and inference cost.

Senior Software Engineer

May 2023 – Aug 2024

BI Worldwide — Remote (US-based)

- Developed TypeScript/Express backend services and REST APIs with OAuth 2.0 authentication, rate limiting, and request throttling.
- Led the migration from Webpack to Vite, cutting build times by 42% and improving developer iteration speed; built modular React/Next.js component architecture for scalable UIs.

Software Engineer (Frontend & DevOps)

Oct 2022 – May 2023

Ingrails Pvt. Ltd.

- Built CI/CD pipelines with GitLab CI and runners, containerised applications with Docker, and configured Nginx SSL/TLS — reducing manual release effort.
- Designed a secure inventory management system focused on reliability, access control, and data protection.

Mid-Level Software Engineer

Aug 2021 – Sep 2022

Youth Innovation Lab

- Built ViZRisk, a national natural-hazard visualisation platform (NDRRMA / BIPAD Portal) — led Mapbox GL development (React, TypeScript, Redux) for flood, land-cover, and catastrophe-risk map layers across Nepal.
- Stood up and secured a GeoServer instance — installation, security configuration, and data-store management; delivered the EU-funded TheYouthCAN platform to EU web-accessibility standards.

Software Engineer

Dec 2018 – May 2021

Fatafat Sewa Pvt. Ltd. / freelance (international clients)

- Built Node.js/Express applications with PostgreSQL and MongoDB; configured Nginx hosting, SSL, and security. Delivered web apps for international clients, integrating payment gateways and analytics.

EDUCATION & CERTIFICATIONS

- **Master of Networking (Major in Cybersecurity)**, Melbourne Institute of Technology (MIT), Australia — Completed 2026
- 3CX Advanced Certification — 3CX (May 2025)
- Languages: English • Nepali • Hindi