Rythm Sharma

Developer

Seasoned Generalist Software Engineer with 7+ years of experience building end to end systems that focus on scale.

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WORK EXPERIENCE

Founder
Rhythmiq

08/2025 - Present

Building an all encompassing AI first customer support solution for businesses that replaces traditional support via AI Agents.

Achievements/Tasks

- Foundedand built RhythmiqCX from zero to production, owning product, technology, and execution.
- Implemented two Production level product lines from scratch: AI based Chatbot that integrates into a website and Voice AI agents. Was responsible for design, technical architecture, development, testing and deploying to production and maintaining these applications.
- Led the Sales, Marketing and Tech departments as the founder and designed and implemented strategies for each
- Acted as the final decision-maker for architecture, roadmap sequencing, and technical debt

Lead Backend Engineer
Frejun

03/2024 - 08/2025   *Remote*

FreJun automates calling, logging and provides insights for business calls

Tasks

- Scaled and worked on VOIP telephony architecture which handles more than 100K calls daily.
- Implemented a whole new Subscription and Billing System to reduce payment failure rates by 50%
- Was responsible for POC and cloud migration of lifetime call records from GCP to AWS S3 using AWS Datasync which ended up saving 15K USD annually and reduced latency.

Senior Software Engineer
Paytm

08/2022 - 09/2023   *Remote*

Paytm specializes in digital payments and financial services

Tasks

- I directly reported to the EM and was responsible for design, POCs, development, timeline estimates, code reviews and timely delivery. Was also responsible for mentoring and managing a team of backend developers

App Dev Engineer
NCR

01/2018 - 03/2021

NCR Corporation is a fortune 500 company dealing with Hardware and Digital commerce software solutions

Achievements/Tasks

- Worked as Java/Spring developer and was primary point of contact for my projects. Successfully delivered multiple web applications

SKILLS

Python   Django   Java   AI Agents

Data Structures   System Design   SIP / Telephony

RAG Pipelines   AWS   SQL   Streaming STT/TTS

Javascript   Twilio/Vonage   FreeSwitch   Livekit

React/Next   Redis   Docker   VoIP Infra   GIT

PROJECTS

Voice AI Agents (01/2026 - Present)
- Made a low-latency voice AI system built on LiveKit, delivering sub-second conversational turnarounds using streaming speech pipelines and step-wise retrieval-augmented generation.

Rhythmiq AI Chatbot (09/2025 - Present)
- Made a A context-aware AI chatbot designed to deliver reliable, accurate answers by combining large language models with a custom Retrieval-Augmented Generation (RAG) pipeline.

Cashback Automation (08/2022 - 09/2023)
- Built the Cashback reimbursement system for EMI transactions that happen through the Paytm app with my team. Acted as lead engineer on the project. The System was used in production for reimbursing around 150K transactions every month relating to 20 different banks

Attendance Revamp (04/2022 - 08/2022)
- Worked on isolating functionality of the attendance module as a Microservice separate from existing Monolith

Multi Tenant Transformation (11/2021 - 05/2022)
- Developed functionalities to support onboarding of Multiple tenants on an already existing Industry scale HRMS system

Survey2Konnect (03/2021 - Present)
- Developed and deployed initial phase of application which is used to capture thousands of surveys on a daily basis

PUP (Pick up Parts) (05/2020 - 03/2021)
- Built a Web application which tracks and stores information about the parts that NCR Field Agents pick up and bring back for repairs under SLA

ACHIEVEMENTS

Received Exceptional (5/5) rating in yearly appraisal cycle at NCR

Received Award for exceptional performer at Paytm 2023 Q1