

Subhrajit Prusty

SOFTWARE ENGINEER

Bengaluru, India

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Experience

skit.ai

Bengaluru, India

SOFTWARE ENGINEER - PRODUCT

November 2022 - August 2025

- Engineered an LLM-powered voicebot in Go, processing millions of calls for 40+ enterprise clients.
- Rebuilt Voicebot on the open-source Pipecat-AI framework, enabling modularity and third-party integration.
- Designed and implemented a bidirectional audio-streaming telephony stack with gRPC for real-time interactions.
- Configured and maintained in-house + OpenSIPS infrastructure for call routing with telephony vendors like TCN and Twilio.
- Designed and implemented a flow-configuration validation service, completely eliminating config-related incidents.
- Maintained and enhanced the voicebot dialogue management system, adding features and improving reliability.
- Optimized flow-configuration loading, reducing memory usage by 80%.
- Served as primary on-call engineer managing incident response for critical voicebot and telephony infrastructure.
- Maintained 99.5% uptime for voicebot systems using Grafana, Loki, OpenTelemetry, Prometheus for monitoring.

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SOFTWARE ENGINEER - SOLUTIONS

December 2020 - October 2022

- Owned and maintained a critical internal repository, establishing code review processes and authoring contribution guidelines; significantly improving code quality and reducing technical debt.
- Designed and optimized voice bot flow configurations in collaboration with cross-functional teams.
- Developed 3rd-party API integrations, including PCI-DSS compliant Payment APIs, improving voice bot's debt collection capabilities
- Enhanced build pipelines, reducing deployment time and improving CI/CD efficiency.
- Maintained, customized and enhanced internal ML models used for real time conversational voice bots.
- Designed and implemented an automated daily reports system that simplified accessing and transforming on-prem data

racetrack.ai (Internship)

Bengaluru, India

RESEARCH AND DEVELOPMENT TEAM

August 2019 - March 2020

- Using data collected by automated web-scraping, published an abstract on Personalized Hybrid-Recommender Systems using social network analysis.
- Using realtime image processing, developed a minor claims automation service for car accident processing, improving claim resolution efficiency.
- Maintained and improved the performance of the primary AI chatbot product, Marvin.

ITC Infotech, Innorruption Lab (Internship)

Bengaluru, India

RESEARCH AND DEVELOPMENT TEAM

May 2019 - July 2019

- Using image processing and automation, developed a metal sheet counting algorithm.
- Using facial detection and recognition, built an ID-card detail extraction system, optimizing concierge check-in process.

Education

Institute of Technical Education and Research

Bhubaneswar, India

B.TECH IN COMPUTER SCIENCE AND INFORMATION TECHNOLOGY

2016 - 2020

Skills

Languages

Go, Python

Conversational AI

LLM Integrations (OpenAI, LangChain), STT (Deepgram, Google), TTS (Cartesia, Elevenlabs, Google)

Backend

gRPC, REST, WebSockets, FastAPI, Django, DRF, Asyncio, PostgreSQL, Redis, Pandas, OpenCV

DevOps

CI/CD, Docker, Kubernetes, AWS, Grafana, Loki, OpenTelemetry, Prometheus, Pyroscope, LogQL, On-call Management

Network Protocols

SIP/RTP, OpenSIPS, Network Analysis (sngrep, Wireshark), Packet Analysis

LLM Tools

Claude, ChatGPT, Cursor, Avante