

# Subhrajit Prusty

SOFTWARE ENGINEER

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## Experience

### skit.ai

Bengaluru, India

SOFTWARE DEVELOPER - PRODUCT

November 2022 - August 2025

- Rebuilt Voicebot on the open-source Pipecat-AI framework, enabling modularity and third-party integration.
- Engineered an LLM-powered voicebot in Go, processing millions of calls for 40+ enterprise clients.
- Designed and implemented a bidirectional audio-streaming telephony stack with gRPC for real-time interactions.
- Configured and maintained OpenSIPS infrastructure for call routing and TLS proxying.
- Performed network protocol analysis with sngrep to optimize call quality and troubleshoot connectivity across deployments.
- Developed 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

### skit.ai

Bengaluru, India

SOFTWARE DEVELOPER - DELIVERY

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.
- Introduced testing frameworks, leading to more reliable and maintainable code.
- Designed and optimized voicebot flow configurations in collaboration with cross-functional teams.
- Developed 3rd-party API integrations, streamlining client onboarding.
- Enhanced build pipelines, reducing deployment time and improving CI/CD efficiency.

### racetrack.ai (Internship)

Bengaluru, India

RESEARCH AND DEVELOPMENT TEAM

August 2019 - March 2020

- Contributed to backend development of an AI chatbot.
- Researched and published an abstract on Personalized Hybrid-Recommender Systems using social network analysis.
- Developed a minor claims automation service for car accident processing, improving claim resolution efficiency.

### ITC Infotech, Innorruption Lab (Internship)

Bengaluru, India

RESEARCH AND DEVELOPMENT TEAM

May 2019 - July 2019

- Developed image processing automation projects, including metal sheet counting.
- Built an identity card detail extraction system, optimizing concierge check-in processes.

## Education

### Institute of Technical Education and Research (ITER)

Bengaluru, India

B.TECH IN COMPUTER SCIENCE AND INFORMATION TECHNOLOGY

2016 - 2020

- CGPA : 8.72

## Skills

#### Languages

Go, Python

#### Conversational AI

LLM Integration (OpenAI, LangChain), Speech-to-Text (STT), Text-to-Speech (TTS)

#### Backend

gRPC, REST, WebSocket, Flask, Django, PostgreSQL, Redis

#### DevOps

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

#### Network Protocols

SIP/RTP, OpenSIPS, Network Analysis (sngrep, Wireshark), Real-time Telephony Streaming, Packet Analysis

#### LLM Tools

Claude, ChatGPT, Cursor, Avante