

# Subhrajit Prusty

SOFTWARE ENGINEER

Bengaluru

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## Experience

### skit.ai

Bengaluru

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 session management.
- Engineered SIP/RTP telephony solutions—conducted deep packet analysis with sngrep and Wireshark for real-time debugging.
- Performed network protocol analysis to optimize call quality and troubleshoot connectivity across deployments.
- Developed a flow-configuration validation service, eliminating config-related incidents.
- Maintained and enhanced the voicebot dialogue management system, adding features and improving reliability.
- Optimized flow loading, reducing memory usage by 80%.
- Served as primary on-call engineer (weekly/bi-weekly rotation) managing incident response for critical telephony infrastructure.
- Maintained 99.5% uptime for voicebot systems via Grafana, Loki, OpenTelemetry, Prometheus.
- Implemented an observability stack with Pyroscope for performance profiling and LogQL for advanced log analysis.

### skit.ai

Bengaluru

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

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

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)

Bhubaneswar

B.TECH IN COMPUTER SCIENCE AND INFORMATION TECHNOLOGY

2016 - 2020

- CGPA : 8.72

## Skills

#### Languages

Go, Python

#### AI/ML

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

## Honors & Awards

2018 **1st runner-up**, ITC Infotech Hackathon  
2018 **Most Innovative Idea**, Hackerwar Hackathon, SOA University  
2016 **1st runner-up**, Quantum Code by IIT Bombay - Techfest

*Bengaluru*  
*Bhubaneswar*  
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