# Subhrajit Prusty

SOFTWARE ENGINEER

*Bengaluru*

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## Experience

**skit.ai**                                                                            *Bengaluru*
SOFTWARE DEVELOPER - PRODUCT                                          *November 2022 - Present*

- Rebuilt Voicebot on the open-source Pipecat-AI framework, enabling better modularity and third-party integration.
- Engineered an LLM Voicebot in Golang that has processed millions of calls for 40+ enterprise clients.
- Designed and implemented a bidirectional audio streaming telephony stack with gRPC for real-time voice interactions.
- Optimized flow-loading, reducing memory usage by 80%.
- Developed a flow configuration validation service, eliminating config-related incidents.
- Maintained and enhanced the voicebot dialogue management system, adding features, improving reliability and efficiency.
- Drove the migration to a Python-based stack using Pipecat, improving modularity, STT/TTS flexibility, and long-term maintainability.

**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, Innoruption 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

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|---|---|
| **Languages** | Go, Python, Bash |
| **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, SIP/RTP, Real-time Telephony Streaming |

## Honors & Awards

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