

# Rahul Sharma, Solutions Architect | SaaS, CPaaS, AI Solutions

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## PROFILE

- Dynamic Solutions Architect with over 11 years of experience delivering exceptional pre-sales and post-sales support in SaaS, CPaaS, and AI solutions. Currently leading regional Solution Architecture to drive successful project delivery.
- Proven track record in technical consulting, API integration, cloud infrastructure, and customer success enablement.
- Expertise in RESTful APIs, mobile/web SDKs, cloud ops, and enterprise-grade communication platforms like Avaya and Verint.
- Skilled in driving product adoption, optimizing implementations, and enabling revenue growth through strategic client engagement.
- Strong grasp of compliance frameworks (e.g., GDPR, HIPAA), technical documentation, and cross-functional collaboration.
- Experienced in presenting at global tech conferences and independently managing regional solution architecture.

## EMPLOYMENT HISTORY

Jun 2023 — Present	Solutions Architect, Sendbird	Bengaluru
	<ul style="list-style-type: none"><li>• Lead regional Solutions Architecture efforts, collaborating with Engineering, Product, and Customer Success teams to ensure aligned technical delivery and integration success.</li><li>• Designed and delivered 30+ PoCs and API/SDK implementations, driving faster adoption of Sendbird's Chat, Calls, SBM, Desk and AI Agent solutions.</li><li>• Led customer integration initiatives, owning end-to-end delivery from solution design to go-live, ensuring scalable, SLA-driven implementations aligned with platform direction.</li><li>• Delivered automation use-cases with AI-driven virtual agents that reduced manual support load and improved first-contact resolution, aligning with HyperAutomation goals.</li><li>• Mentored junior engineers and TSE team and provided technical leadership within cross-functional initiatives, fostering a culture of accountability and technical excellence..</li><li>• Conducted technical demos, RFP and BRD creation, data migrations,,risk assessments, and technical documentation for scalable, SLA-driven implementations..</li><li>• Acted as a trusted advisor to enterprise clients and internal stakeholders, aligning deployments with compliance and infrastructure goals and influencing roadmap discussions and tailoring solutions based on client feedback and evolving market needs.</li></ul>	
Sep 2020 — Jun 2023	Principal Support Engineer, Innovatia	Bengaluru
	<ul style="list-style-type: none"><li>• Served as Subject Matter Expert for Avaya products in IaaS environments, supporting Tier 2 engineers in troubleshooting voice operation issues.</li><li>• As a Professional Services executed product upgrades, redeployments, and platform migrations with minimal disruption to client operations</li><li>• Provided advanced support on issues for Call Centre Operations and Enterprises utilizing Avaya SMGR, CM, SM, CMS, and SBC.</li><li>• Reduced customer incident resolution time by 35% through advanced SIP and MST trace analysis, significantly improving service uptime.</li><li>• Documented business requirements and created comprehensive knowledge and support bases for product enhancement.</li></ul>	
Sep 2019 — Sep 2020	Product Support Engineer- Infra, Verint	Bengaluru
	<ul style="list-style-type: none"><li>• Provided advanced support for Verint cloud and on-premise products, focusing on WFM and recording solutions.</li><li>• Implemented and supported authentication and authorization protocols, enhancing security for Verint WFO and associated products.</li><li>• Executed end-to-end ownership of product-related issues, managing case escalations and troubleshooting across multiple platforms.</li><li>• Administered and maintained enterprise-level applications, creating new knowledge base articles to improve user guidance and product understanding.</li><li>• Collaborated on SQL database management and security enhancements, ensuring robust application performance.</li></ul>	

May 2018 — Sep 2019	Enterprise system specialist- Analyst (2), Unisys Global Services	Bengaluru
	<ul style="list-style-type: none"> <li>Designed call flows for Avaya and Nice InContact infrastructures using JavaScript in Studio.</li> <li>Handled over 100+ high-priority escalations annually, achieving a 98% resolution rate and maintaining client retention.</li> <li>Proficient with Visio for technical documentation and network diagramming.</li> </ul>	
Mar 2016 — May 2018	Technical Support Specialist, Innovatia	
	<ul style="list-style-type: none"> <li>Performed fault management and troubleshooting for Avaya UC and CC product.</li> <li>Analysed logs, MST traces, and Wireshark traces.</li> <li>Managed technical escalations within the team.</li> </ul>	
Mar 2015 — Mar 2016	Technical Support Engineer, RSI, India, Client: IBM-Vodafone	Pune
	<ul style="list-style-type: none"> <li>Managed end-to-end operations of Vodafone Essar's Avaya-based call center infrastructure, ensuring seamless call flow and system uptime.</li> <li>Led Avaya implementation projects, including firmware upgrades on TN circuit packs and media gateways.</li> <li>Handled user administration tasks such as creating and troubleshooting Avaya IDs, extensions, VDNs, vectors, skills, and managing announcements.</li> </ul>	
Oct 2014 — Feb 2015	Vis Networks, Trainee Engineer	Bengaluru
	<ul style="list-style-type: none"> <li>Completed a 6-month internship as a Trainee Engineer at VIS Networks, gaining hands-on experience with Avaya systems.</li> <li>Assisted in the installation and configuration of Avaya servers.</li> <li>Set up and managed various trunk configurations and enabled system-level features to support enterprise communication needs.</li> </ul>	

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## EDUCATION

Jul 2010 — Jul 2014	Bachelor of Engineering, Assam Engineering College	Guwahati
	Graduated with 63% overall marks.	
Mar 2008 — Apr 2010	Higher Secondary Certificate, Gyan Vigyan Academy	Dibrugarh
	Secured 72% marks.	
Jan 1996 — Jan 2008	Matriculation, St. Mary's Convent School	Dibrugarh
	Scored 75%	

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## SKILLS

- APIs & SDKs: RESTful APIs, Mobile SDKs
- Platforms: Sendbird, Avaya UC/CC, Verint, NICE inContact
- Intelligent Automation & AI: AI Agent Solutions (Sendbird Desk & SmartAssistant), AI-Chatbots, LLM-integrated Workflows, HyperAutomation Concepts
- Tools: Postman, Github, Datadog, Athena, Grafana, Sentry, BigQuery, TablePlus, Visio, Looker, MST
- Good Understanding of Languages: JavaScript, HTML, CSS, Python
- Good Understanding of Frameworks: React.js
- Cloud & Infrastructure: AWS, CCaaS, CPaaS, SaaS, Vmware
- Databases: MySQL, PostgreSQL
- Compliance: GDPR, HIPAA, and other security frameworks
- Soft Skills: Client Engagement, Technical Demos, Leadership, Analytical Thinking, Fast Learner, Problem Solving, Customer-Centric Mindset.
- Management Tols: JIRA, Confluence, Notions, SNOW, Salesforce, BMC, Siebel, Gainsight
- Infrastructure & Deployment: Product Upgrades, System Redeployments, Platform Migrations, Performance Optimization

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## CERTIFICATIONS

2019	ITIL® 4 Foundation Certified
2018	ACIS- Avaya Certified Implementation Specialist

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