

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

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## PROFESSIONAL SUMMARY

- Solution Architect with 11+ years of experience designing and delivering cloud-native CCaaS and omnichannel customer engagement platforms across enterprise environments.
- Specialized in API-first integrations, AI-driven automation, distributed systems, and contact center modernization enabling scalable, secure, and resilient customer experience ecosystems.

## CORE EXPERTISE

- CCaaS Architecture & Platform Modernization
- Omnichannel Customer Engagement (Chat, Voice, Video, In-App)
- API-First & Event-Driven Integrations
- AI-Powered Support Systems (Conversational AI, Agent Assist, LLM Workflows)
- Case Lifecycle & Workflow Automation
- Cloud-Native Distributed Systems (AWS)
- Performance Engineering & Observability
- Security & Compliance (GDPR, HIPAA, ISO 27001)
- Cross-Functional Architecture Leadership

## PROFESSIONAL EXPERIENCE

<b>Jun 2023 — Present</b>	<b>Solutions Architect, Sendbird</b>	<b>Bengaluru</b>
	<ul style="list-style-type: none"><li>• Lead architecture and evolution of cloud-native CCaaS and omnichannel customer service platforms supporting enterprise digital engagement.</li><li>• Designed API-first integrations across CRM, backend services, identity systems, and analytics platforms.</li><li>• Delivered 30+ enterprise API/SDK implementations ensuring scalability, high availability, and adherence to non-functional requirements (performance, reliability, observability).</li><li>• Architected and deployed Delight.ai – AI-powered omnichannel customer support agent enabling conversational automation, intelligent case routing, AI summarization, and agent assist capabilities.</li><li>• Designed case lifecycle models including SLA management, escalation logic, prioritization, and workflow automation improving operational efficiency.</li><li>• Leveraged AWS-based monitoring tools (Grafana, Athena, BigQuery) to optimize reliability and cost-to-serve.</li><li>• Acted as trusted technical advisor across Product, Engineering, Customer Success, and Operations teams.</li><li>• Enabled enterprise clients to scale digital engagement channels without proportional increase in operational overhead.</li></ul>	
<b>Sep 2020 — Jun 2023</b>	<b>Principal Support Engineer, Innovatia</b>	<b>Bengaluru</b>
	<ul style="list-style-type: none"><li>• Subject Matter Expert for Avaya deployments across AWS, Azure, and VMware.</li><li>• Supported distributed voice and contact center environments at enterprise scale.</li><li>• Reduced incident resolution time by 35% via advanced diagnostics and root cause analysis.</li><li>• Executed system upgrades, migrations, and performance optimization initiatives.</li></ul>	
<b>Sep 2019 — Sep 2020</b>	<b>Product Support Engineer- Infra, Verint</b>	<b>Bengaluru</b>
	<ul style="list-style-type: none"><li>• Supported Verint WFO and Recording platforms (Cloud &amp; On-Prem).</li><li>• Implemented authentication &amp; authorization frameworks (LDAP, SSO, SAML).</li><li>• Managed enterprise application environments ensuring reliability and security.</li></ul>	

May 2018 — Sep 2019

### Enterprise System Specialist, Unisys Global Services

Bengaluru

- Designed call flows and routing logic across Avaya and NICE InContact (CCaaS) environments.
- Led migration from Avaya on-premise contact center infrastructure to NICE InContact / CXOne (cloud-based CCaaS), including call flow redesign, configuration mapping, SIP trunk validation, and integration testing
- Supported distributed CCaaS deployments ensuring SLA compliance and high availability.

Oct 2014 — May 2018

### EARLY CAREER – AVAYA & CCaaS ENGINEERING

Bengaluru

- Installed, configured, and supported Avaya UC and CC servers including Communication Manager, Session Manager, System Manager, SBC and Media Gateways (G450/G650).
- Performed media gateway setup, trunk configuration, firmware upgrades, and enterprise telephony provisioning.
- Troubled Avaya UC/CC platform issues across distributed environments, analysing CM logs, SIP traces, MST traces, and Wireshark captures.
- Provided structured Root Cause Analysis (RCA) for production-impacting incidents, improving system stability and uptime.
- Designed IVR, routing logic, vectoring strategies, and escalation flows aligned with SLA and operational objectives.

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## EDUCATION

- Bachelor of Engineering – Electronics & Telecommunication, Assam Engineering College
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## SKILLS

- **Cloud & Infrastructure:** AWS, SaaS, CCaaS, CPaaS, VMware
- **Customer Service Platforms:** Sendbird, Avaya UC/CC, Verint WFO, NICE InContact/ CXOne
- **Architecture & Integration:** REST APIs, Webhooks, SDK Integration, Event-Driven Systems
- **AI & Automation:** Delight.ai, Conversational AI, Agent Assist, AI Summarization, LLM-integrated Workflows
- **Observability:** Grafana, Athena, BigQuery, Datadog
- **Security:** SAML, SSO, TLS/SSL, Identity Integration
- **Languages:** JavaScript, SQL

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## CERTIFICATIONS

- Avaya Certified Implementation Specialist (ACIS)
  - ITIL® 4 Foundation
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