

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

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

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.
- Troubleshoot 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.

EDUCATION

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

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

CERTIFICATIONS

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