

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

May 2018 — Sep 2019 Enterprise system specialist- Analyst (2), Unisys Global Services Bengaluru

- Designed call flows for Avaya and Nice InContact infrastructures using JavaScript in Studio.
- Handled over 100+ high-priority escalations annually, achieving a 98% resolution rate and maintaining client retention.
- Proficient with Visio for technical documentation and network diagramming.

Mar 2016 — May 2018 Technical Support Specialist, Innovatia

- Performed fault management and troubleshooting for Avaya UC and CC product.
- Analysed logs, MST traces, and Wireshark traces.
- Managed technical escalations within the team.

Mar 2015 — Mar 2016 Technical Support Engineer, RSI, India, Client: IBM-Vodafone Pune

- Managed end-to-end operations of Vodafone Essar's Avaya-based call center infrastructure, ensuring seamless call flow and system uptime.
- Led Avaya implementation projects, including firmware upgrades on TN circuit packs and media gateways.
- Handled user administration tasks such as creating and troubleshooting Avaya IDs, extensions, VDNs, vectors, skills, and managing announcements.

Oct 2014 — Feb 2015 Vis Networks, Trainee Engineer Bengaluru

- Completed a 6-month internship as a Trainee Engineer at VIS Networks, gaining hands-on experience with Avaya systems.
- Assisted in the installation and configuration of Avaya servers.
- Set up and managed various trunk configurations and enabled system-level features to support enterprise communication needs.

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%

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 Tools: JIRA, Confluence, Notions, SNOW, Salesforce, BMC, Siebel, Gainsight
- Infrastructure & Deployment: Product Upgrades, System Redeployments, Platform Migrations, Performance Optimization

CERTIFICATIONS

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