

Piyush Gambhir

Software Engineer II · Voice AI, Agentic Engineering & Infrastructure

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I build production voice agents, and I build **with** agents. My workflow is agent-first: write the spec, delegate to coding agents, verify hard. It runs at roughly **4x my previous throughput** across fifteen production repos. Stacks are interchangeable; I ship Go, Python, and TypeScript in the same week. What compounds is **systems judgment, verification, and speed of adaptation**.

EXPERIENCE

Software Engineer II

May 2026 to Present

Spyne · Full-time · Gurugram, India

- Rebuilt my development process around **coding agents** (spec-first delegation, parallel agent runs, and verification gates), quadrupling shipped output from **~60 to ~300 commits per month** across 15 production repositories.
- Scaling Spyne's production **conversational AI stack** to support increasing traffic, concurrency, and reliability requirements.
- Leading the migration of production voice agents from **Vapi to LiveKit**, giving us greater control over infrastructure, customization, and performance.
- Reduced voice-agent infrastructure costs from **\$0.26 to \$0.10 per minute**, a reduction of approximately 62%.
- Strengthening service resilience through **disaster recovery, failure handling, and production readiness** across the conversational AI platform.

Software Engineer I

Jan 2024 to May 2026

Spyne · Full-time · India

- Built Spyne's production **conversational AI stack from zero to one on Vapi**, powering dealership lead handling, follow-ups, and customer conversations, then began laying the groundwork for the transition to LiveKit.
- Improved agent responsiveness and conversation quality through **prompt optimization, streaming pipelines, turn-taking improvements, and infrastructure tuning**.
- Built the core **telephony layer across Twilio, Vonage, and Telnyx**, including caller identity, CNAM lookup, STIR/SHAKEN support, banned-number filtering, and A2P 10DLC workflows.
- Shipped full-stack systems across **inventory ingestion, dealer websites and CMS, CRM workflows, lead management, and automated customer follow-ups**.

PROJECTS

Document OCR [GITHUB](#) [WRITEUP](#)

Local-first OCR toolkit for passports and Indian KYC documents, distributed as Python and TypeScript libraries with HTTP and Docker interfaces.

Telephony Voice Simulator [GITHUB](#) [WRITEUP](#)

Provider-neutral test platform for voice agents, AMD, IVRs, PBX routing, live carrier behavior, recordings, and automated grading.

Reckon + Operations CLI Suite [GITHUB](#) [LIVE](#) [WRITEUP](#)

Read-only production incident workspace plus Go CLIs for Grafana, Elasticsearch, Jenkins, Jira, CubeAPM, and Nginx Proxy Manager.

PDF Everything [GITHUB](#) [WRITEUP](#)

Unified PDF console and REST API with nineteen tools for conversion, rendering, extraction, and document workflows.

SKILLS

Agentic Engineering

Claude Code, Codex, Spec-first delegation, Multi-agent orchestration, Verification loops

Languages

TypeScript, Python, Go, SQL

AI & Voice

LiveKit Agents, Pipecat, Vapi, LLMs, RAG

Backend & Data

Node.js, NestJS, FastAPI, PostgreSQL, Redis

Telephony

Twilio, Vonage, Telnyx, SIP, WebRTC

Infrastructure

AWS, Docker, CI/CD, Observability, GitHub Actions

EDUCATION

The NorthCap University

2021 to 2025

B.Tech (AIML), Computer Science · GPA 8.55 / 10