

SAURAV KUMAR

AI & SOFTWARE ENGINEER | VOICE AI | PRODUCTION SYSTEMS

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EXECUTIVE PROFILE

Customer-focused software engineer and technical leader with **10+ years** building, shipping, and debugging production systems across healthcare, fintech, commerce, education, and developer platforms. Hands-on in Python and JavaScript, experienced with voice AI and real-time systems, and known for turning ambiguous technical problems into working software and clear guidance for engineering and non-technical teams.

CORE SKILLS

Customer Engineering: Production debugging, technical support, customer communication, sample apps, documentation, cross-functional collaboration

Engineering: Python, JavaScript / TypeScript, FastAPI, AWS, APIs, SQL, PyTorch, TensorFlow

AI / Real-Time Systems: Voice AI, telephony workflows, LLM agents, RAG, structured outputs, evals, monitoring, fallback and handoff design

EXPERIENCE

Delfino AI (Y Combinator S22)

Remote / San Francisco, USA

Chief Technology Officer

2025 - 2026

- Built and debugged voice AI agents for operational healthcare calls between provider offices and payors, turning complex phone workflows into reliable production software.
- Worked across IVRs, hold states, live-representative conversations, structured information extraction, fallbacks, and human handoffs for eligibility, benefits, prior authorization, and claim-status workflows.
- Partnered closely with product, operations, and compliance to diagnose failures, explain technical tradeoffs, and improve deterministic execution paths in sensitive customer workflows.

Likeo (Antler AIR-6, Acquired)

Bengaluru, India

CTO / Co-Founder

Nov 2024 - Apr 2025

- Diagnosed performance and infrastructure bottlenecks in a Cat-VTON pipeline and built a custom Flux in-painting module, improving processing speed by **2x** and reducing AWS GPU cost by **10x**.
- Shipped production integrations through a Shopify plugin, Chrome extension, and Hugging Face Space, supporting **1,000+ merchants** across distinct developer and user environments.

xAGI Labs

Bengaluru, India

Founder

Nov 2022 - Nov 2024

- Worked directly with founders and engineering teams to scope, prototype, and ship **12+ production AI systems** for YC-backed startups and high-growth companies.
- Rapidly ramped across unfamiliar domains and stacks, building LLM agents and copilots with external APIs, retrieval, structured outputs, context management, evaluation loops, and prompt iteration.
- Translated ambiguous requirements and recurring implementation problems into technical plans, working prototypes, deployed products, and clear product feedback.

Authlayer (Y Combinator W19 + Accel backed)

San Francisco, USA

Co-Founder & CTO

May 2019 - Sep 2022

- Built an AI-enhanced cryptocurrency investment platform and improved onboarding workflows, contributing to a **25% increase in retention**.
- Led an **8-engineer** team and built real-time monitoring and alerting systems that helped users diagnose risk and protect **\$750K+** in decentralized-finance assets.

Chaintope

Kuala Lumpur, Malaysia

Product Manager (promoted from Staff Engineer)

May 2017 - May 2019

- Contributed to open-source Bitcoin Ruby and co-taught "The Blockchain: Theory and Practice" at IIT Hyderabad.
- Explained distributed-systems concepts, led weekly product and engineering planning, and supervised four engineers.

Amazon Catalyst Labs

Seattle, USA

Entrepreneur in Residence

May 2015 - Jan 2017

- Built and iterated on an ML-driven video-compression approach for educational streaming, reducing bandwidth usage by **40%**.

EDUCATION

B.Tech, Computer Science - Delhi Technological University, Delhi, India (2013 - 2017)