

Priyam Jain

Bengaluru, India

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Technical Skills

Languages: Go, Python, TypeScript

Backend & Web: Next.js, NestJS, Node.js, React, REST APIs, PostgreSQL

AI Systems: agent orchestration, RAG/vector search, voice-agent workflows, guardrails, LLM reliability

Infrastructure & Observability: Docker, Kubernetes, Jenkins, Ansible, Grafana, Prometheus

Experience

Cisco

Bengaluru, India

Software Engineer Grade 6

Aug 2024 – Present

Technical Intern

Jan 2024 – Jun 2024

- Helped launch Cloudshield from zero, building Cisco 4G/5G observability components that reduced data collection/parsing from about a week to a few minutes.
- Architected async Kubernetes processing for ingestion, queueing, parsing, dashboards, AI insights, and trigger handling.
- Reduced RCA time by over 70% through AI-assisted workflows; productized a top-8 Innovation-League project into Cloudshield.
- Connected Cloudshield to Cisco delivery pipelines through Ops Center-style CI/CD workflows and automated test playbooks.
- Shaped Area 51's GenAI pipeline, converting raw customer and engineering inputs into 100+ weekly docs, dashboards, PRDs, and CRDs for Mobility stakeholders.

Projects

Pinchit | pinchit.in | AI-agent workflow platform

- Created a public platform for placing AI agents into product discussions, ticket workflows, research, and task execution without user-managed infrastructure.
- Defined agent architecture for third-party and existing agents to work as native team members with persistent memory, project context, and task ownership.
- Built agent orchestration, workflow pipelines, test suites, observability, and deployment flows while coding most of the platform.

Opbase | Revenue-generating small-business operations platform

- Centralized calls, WhatsApp, email, and walk-in orders into one workflow supporting 100+ orders/month and INR 15-20k/month revenue.
- Reduced operations turnaround from about 2 days to 15 minutes through workflow automation and observability, eliminating missed orders.
- Enabled customer-specific pricing, quotation requests, and storefront/marketplace product-listing workflows for industrial customers.

TruthSeek | truthseek.in | AI product-research startup

- Delivered the initial full-stack layer for PM research, scaling discovery from tens to hundreds of interviews through voice-agent workflows and insight dashboards.
- Introduced calling-agent guardrails for question wording, company mentions, intent exposure, and follow-up depth.
- Implemented question-generation, question-locking, calling, and insight-workspace flows for reviewing interview context and summaries.

Education

Vellore Institute of Technology

B.Tech in Computer Science and Engineering, Specialization in AI/ML

Graduated Aug 2024