

Anurag Singh Chauhan

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SUMMARY

Forward Deployed Engineer and Founding Engineer at Debales AI with 2.5+ years building production AI agents, designing system architecture, and operating cloud infrastructure on Azure and AWS. Equally comfortable owning backend systems end-to-end, deploying directly with customers, and turning real-world needs into shipped product.

TECHNICAL SKILLS

Languages: TypeScript, JavaScript, SQL, C/C++

AI & Voice: Azure OpenAI, Twilio, LiveKit, Deepgram, ElevenLabs, Real-time STT/TTS, LLM Integration

Frontend & Backend: Node.js, NestJS, React.js, Next.js, React Native, Expo, GraphQL, REST, WebSockets, Serverless

Cloud & Infrastructure: Azure (Container Apps, Front Door, Blob Storage), AWS (Lambda, DynamoDB), Terraform, Docker

Databases & Tools: MongoDB, PostgreSQL, Redis, BullMQ, OpenTelemetry, Git, Shopify

EXPERIENCE

Debales AI

Remote

Forward Deployed Engineer

May 2025 – Present

- Architected and shipped a production AI voice agent handling 100+ inbound and outbound calls daily across customer deployments, integrating Twilio for telephony, LiveKit as real-time middleware, Deepgram (STT), ElevenLabs (TTS), and Azure OpenAI for reasoning — with sub-second end-to-end latency and seamless AI-to-human handoff.
- Deployed voice agent to a customer who automated 100% of inbound call routing across departments, eliminating manual triage and reducing operational overhead.
- Extended voice agent to internal sales workflows — automating appointment booking, lead qualification, and phone-based candidate screening — replacing manual processes used by the company.
- Designed and built an AI-driven email follow-up system that handles approximately 80% of initial customer replies autonomously and forwards only qualified leads to human reps, materially improving rep efficiency.
- Drove system architecture for new product integrations (Outlook, SharePoint, Power BI), enabling AI agents to pull live customer data from the enterprise tools merchants already use.
- Driving an Azure cost-optimization initiative to reduce monthly cloud spend from \$4K to \$2.5K (37% reduction) through right-sizing, resource consolidation, and usage monitoring — without compromising feature coverage.
- Own end-to-end customer deployments — integration, customization, production debugging, and post-launch iteration based on real usage signal.
- Partner directly with merchants in client meetings to scope problems and translate customer needs into engineering work and product changes.

Founding Lead Engineer

May 2024 – May 2025

- Promoted to Lead Engineer during final year of B.Tech, owning core platform architecture and engineering culture as the company scaled.
- Led a team of 4 engineers within a 7-person cross-functional unit (engineering, QA, design); set technical direction, ran code review, and mentored engineers on hard problems.
- Architected the company's centralized high-throughput backend using NestJS, BullMQ, and Redis, processing high-volume webhooks (Gmail / Outlook) and background jobs that the rest of the platform runs on.
- Led a zero-downtime production database migration from DynamoDB to MongoDB with no data loss while the product was actively serving users.
- Migrated platform infrastructure from Azure App Services to Container Apps (serverless) and codified the full stack in Terraform, modernizing deployment and improving scalability while preserving feature parity.
- Re-architected the platform to support multi-tenant organizations with a granular permission model, project and org invitations, and stronger security isolation.
- Built and deployed a public Shopify app, increasing merchant onboarding by 50%; shipped a React Native iOS application to the App Store, expanding mobile accessibility for end users.
- Modernized the legacy Next.js marketing surface — 35% faster page loads, 20% lower bounce rate, and a tighter security posture.

- Built a full observability stack with OpenTelemetry, structured logging, and error tracking, sharply reducing root-cause analysis time across the team.
- Migrated the entire codebase to a monorepo, cutting deployment issues by 40% and establishing org-wide standards (ESLint, Husky, Prettier) that reduced debugging time by approximately 30%.

Founding Engineer

Nov 2023 – May 2024

- Joined as the first engineer alongside the founders during internship while in B.Tech, owning the foundational architecture decisions the company still runs on.
- Designed and shipped the early serverless backend on AWS (Lambda, Node.js, Serverless framework), cutting infrastructure costs by 35% during the critical early stage.
- Maintained and extended the core application end-to-end, shipping features and infrastructure improvements as the product evolved.

EDUCATION

Accurate Institute of Management and Technology

B.Tech in Computer Science and Engineering

Greater Noida, Uttar Pradesh

Sep 2021 – May 2025