

Amal Shaji

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Overview

Software engineer with 5+ years of experience building data platforms, AI/LLM infrastructure, voice-agent systems, and developer tools. Recent work spans customer-data ingestion, MCP integrations, low-latency LLM services, SIP/RTP audio streaming, and open-source tooling. Works primarily across Python, TypeScript, Go, and Rust.

Education

Indian Institute of Information Technology Gwalior, B.Tech in Computer Science – 2017-2021
Gwalior, Madhya Pradesh

Experience

Software Engineer II, Plivo – Bengaluru, India 2021-Present

- Built an internal Customer Data Platform (CDP) that ingests CSV uploads, website SDK events, and Salesforce/Shopify syncs, then resolves identities into a unified customer view. Stack: Python, Jitsu, ClickHouse.
- Built Plivo's internal MCP platform for [Plivo CX](#), covering 30+ integrations and provider-specific authentication flows.
- Rewrote the internal LLM service for the voice-agent platform from Python to TypeScript on Bun, reducing latency and enabling in-flight query cancellation for real-time agent interruption.
- Fine-tuned Qwen-family models for internal use cases, including dataset preparation, training runs, and evaluation.
- Contributed to [agent-transport](#), a Plivo Labs Rust library for SIP/RTP and audio streaming in voice agents, with adapters for LiveKit Agents and Pipecat.
- Built [agent-observability](#), an open-source observability service for agent-transport and LiveKit Agents in text-only mode, supporting session tracing, simulation evals, and conversation judgments.

Research Intern, Leading India - Bennett University – Remote June 2020 - July 2020

- Worked on intelligent deployment strategies for heterogeneous nodes to increase the network lifetime of wireless sensor networks.
- <https://github.com/amalshaji/wsn-heterogenous-deployment>

Projects

Portr present

Self-hosted tunneling tool for exposing local HTTP, TCP, and WebSocket services publicly. Written in Go and TypeScript. 3k+ stars on GitHub.

DBCooper present

Desktop database client for PostgreSQL, SQLite, Redis, and ClickHouse, built with Tauri (Rust) and React. 400+ stars on GitHub.

Style Transfer present

Neural style transfer app built with FastAPI, Streamlit, and Docker. 120+ stars on GitHub.

Skills

Languages & Frameworks: Python, TypeScript, Go, Rust, Bun, React, Tauri

Data & Infra: ClickHouse, PostgreSQL, Redis, SQLite

LLM / Voice: LLM fine-tuning, Qwen-family models, MCP, voice agents, SIP/RTP, LiveKit Agents