

Hrishikesh Ambekar

Solutions Engineer | CPaaS | Integrations | GenAI

Pune, India

+91 8856950839

hrishikesh.ambekar@iitdalumni.com

[LinkedIn: hrishikesh-ambekar-228924176](https://www.linkedin.com/in/hrishikesh-ambekar-228924176)

Solutions Engineer combining consultative discovery and hands-on engineering to design CPaaS solutions, demonstrate business value, and deliver reusable integrations and GenAI workflows from proof of concept through production.

EDUCATION

Indian Institute of Technology Delhi (IIT Delhi)

Dual Degree (B.Tech + M.Tech), Biochemical Engineering and Biotechnology

2018 - 2023

PROFESSIONAL EXPERIENCE

QuickReply.ai | Solutions Engineer | Gurugram

Feb 2024 - Jul 2026

Customer discovery and delivery

- Led customer discovery for **CPaaS solutions**, translating business goals, messaging use cases, and technical constraints into **solution designs**, implementation scope, and rollout plans.
- Partnered with Sales to deliver tailored demos and proofs of concept for **Gujarat Titans, The Meat Club, Exhale Coffee, Sole.ro, and CarInfo**, demonstrating **business value** and validating solution fit.
- Led customer implementations from solution design and configuration through **integration testing, UAT, go-live, and production handoff**, resolving dependencies and maintaining alignment with customer stakeholders.
- Owned **technical troubleshooting** across product functionality, customer integrations, and automated workflows, reproducing issues, **identifying root causes**, and coordinating fixes with Product and Engineering through resolution.
- Provided **technical direction** to solutioning and implementation teams, delegating work, guiding troubleshooting and solution design, and **mentoring team members** through delivery.

API and platform integrations

- Designed and delivered a reusable **WhatsApp-Gorgias integration** that synchronized customer messages, agent replies, ticket status, and Shopify customer data, enabling support teams to manage conversations from a **single helpdesk** while **preserving customer context**.
- Designed reusable **CRM and ERP integrations** for Zoho, HubSpot, Salesforce, and custom systems, combining **OAuth, REST APIs, and webhooks** with configurable field mapping to enable **no-code lead synchronization**.
- Converted recurring customer requirements across payments, delivery management, and commerce into **reusable APIs, middleware, and custom Node.js templates**, supporting integrations that contributed **nearly 30% of journey revenue**.

AI workflows

- Implemented **multi-agent GenAI workflows** on **WhatsApp Business Platform** using knowledge ingestion, prompt engineering, RAG, and API integrations for customer support and product discovery. Enabled an Ayurvedic brand's customers to understand product uses and receive relevant recommendations, contributing to revenue; a separate support deployment **reduced ticket creation by 60%**.
- Implemented an **LLM-powered wiki** of product capabilities, reusable solution patterns, and implementation templates, integrating with **coding agents** to help internal team members develop new use cases. Restricted ingestion approval to **designated reviewers** and logged chat-identified discrepancies as **Git issues**.

Analytics and scalable systems

- Developed an **analytics pipeline** using **JavaScript, AWS EventBridge, S3, BigQuery, SQL, and Looker Studio**.
- Developed the solution proposal and implemented a high-volume match-day quiz for **Gujarat Titans**, combining **Redis leaderboards, MoEngage** integration, and WhatsApp messaging to support peak traffic.

Blueaktus | Associate Software Engineer | Delhi

Aug 2023 - Dec 2023

- Developed **ASP.NET Web APIs** and **MS SQL stored procedures** that powered client dashboards and reporting workflows.
- Developed a **Python utility** that merged Excel files and exported consolidated reports to PDF.
- Contributed to **supply-chain control-tower features** using SQL, MongoDB, Node.js, Flask, and ML models for order tracking and delivery analysis.

INTERNSHIPS

UBZ | React Native Intern | Gurugram

Apr 2023 - May 2023

- Developed **React Native screens** and features for **BLE device connectivity**, camera workflows, and **Firebase Cloud Messaging**.

Axtria India Pvt. Ltd. | App Development Intern | Gurugram

Jun 2022 - Jul 2022

- Developed a **React Native app** with **Google sign-in, Firestore CRUD**, and Maps APIs; earned a **pre-placement offer**.

CORE STRENGTHS AND TECHNICAL SKILLS

- Customer solutions and delivery:** Discovery, requirements scoping, solution design, tailored demos, POCs, implementation planning, UAT, go-live, and production handoff
- CPaaS and integrations:** WhatsApp Business Platform, Node.js, JavaScript, TypeScript, REST APIs, OAuth, webhooks, CRM and ERP integrations
- Applied AI:** Multi-agent workflows, RAG, prompt engineering, knowledge ingestion, LLM applications, and coding-agent enablement
- Data and cloud:** SQL, MongoDB, BigQuery, AWS S3 and EventBridge, GCP, Looker Studio, Redis, and Docker

ACHIEVEMENTS AND CERTIFICATIONS

Achievements: GATE 2022 - AIR 105 | Quickathon 2025 - Runner-up

Certifications: Meta - WhatsApp Business Platform Technical Professional | HackerRank - Software Engineer, Node.js (Basic/Intermediate), SQL (Intermediate/Advanced) | Hugging Face - Fundamentals of Agents | iB Hubs - Machine Learning, DSA, Python & OOP