About Us

Exotel is the emerging markets leading full stack customer engagement platform and business-focused virtual telecom operator. Incorporated in 2011, Exotels cloud-based product suite powers 50 million daily engagements across voice, video and messaging channels. Exotel powers unified customer engagement to over 6000 companies in 60+ countries, including India, SE Asia, the Middle East, and Africa. Today, some of the fastest-growing companies in the emerging markets (Ola, Swiggy, Flipkart, GoJek, Byjus, Urban Company, HDFC Bank, Zomato, Oyo, etc.) manage their customer engagement with Exotels suite of a communication APIs, Ameyos omnichannel contact centre (merger), and Cogno AI's conversational AI platform (acquisition) over the cloud. They're a $100 million Series D funded company with $60 million in ARR.

Location: Bangalore

- Works in rotational shifts -24*7

What will you do?

- **Troubleshooting and Debugging:** Investigate and resolve complex technical issues related to AI applications, including chatbot malfunctions and performance problems due to server load.
- **Code Analysis and Patch Deployment:** Analyze existing Python and Django code, identify root causes of issues, and deploy necessary patches or fixes.
- **API Implementation:** Work with APIs to troubleshoot integration issues and ensure seamless functionality.
- **Technical Support:** Provide technical support to external clients, addressing and resolving technical inquiries.
- **Documentation:** Maintain clear and concise documentation of troubleshooting steps, resolutions, and deployment procedures.
- **Performance Monitoring:** Monitor AI application performance and identify areas for improvement or optimization.

Required Skills:

- **Proficiency in Python and Django.**
- Familiarity with JavaScript, HTML, and CSS.
- Strong debugging and troubleshooting skills.
- Experience with API implementation.
- Problem-solving abilities and a proactive approach to identifying and resolving issues.
- Understanding of the hybrid nature of the role, involving both technical support and development tasks.

Preferred Qualifications:

- Experience with AI technologies and applications.

- Previous experience in a technical support role.
- Familiarity with server-side technologies
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