

ARVIND RAM SINGH KISHORE

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WORK EXPERIENCE

Founding Lead Product Engineer, VAPI Inc, San Francisco, CA

Mar 2025 – Present

- Led the end-to-end design and development of Vapi's **real-time dashboard** using ReactJS, TypeScript, Zustand, Node.js, NestJS and Tailwind CSS, enabling users to monitor, manage, and troubleshoot AI-powered voice agents with instant feedback.
- **Redesigned the dashboard architecture** to improve reliability and performance, reducing page load times and making complex views (logs, workflows, assistants, squads, evals) feel snappier and more stable. Improved dashboard's load times by 30%.
- Developed Vapi **Workflows orchestration builder** with features like adding per-call overrides, bulk editing, and real-time debugging with live transcripts and animated node traversal, enabling sophisticated multi-step voice agents and robust call routing.
- Redesigned **logging and observability** with a new call-logs UI, component-level tracing across STT/LLM/TTS, live debugging, and flexible exports via webhooks and S3, significantly improving production monitoring and incident resolution.
- Led the architecture and implementation of the **Evaluations(Evals) engine** for Vapi's dashboard, leveraging React, Zustand, Node.
- Contributed to core **voice pipeline reliability** by implementing advanced voice activity detection, adaptive endpointing, and streaming speech-recognition filters, reducing false interruptions and making AI-driven conversations feel more natural and human.
- **Revamped analytics and routing UX**, including a dashboard router that serves weekly and daily assets from the same domain, simplifying navigation while keeping performance high. Improved dashboard's weekly and daily production releases framework.

Director of Engineering, CapConnect+ Inc, Redwood City, CA

May 2024– Mar 2025

- Spearheaded the development of a digital marketplace for fixed income primary markets, reducing corporate paper issuance time by 30% and increasing platform adoption by 50% within a year. My efforts improved operational transparency and efficiency for issuers, dealers, and investors, contributing to a 25% year-over-year growth in platform revenue.

Engineering Manager, Suno Inc., New York, USA

October 2023– May 2024

- Led the development of an AI-driven audiology software platform that streamlined patient management and enhanced practice efficiency for audiologists. I spearheaded the integration of real-time analytics and generative AI features, resulting in a 30% increase in patient engagement and a 25% reduction in administrative tasks for healthcare providers.

Team Lead, Senior Software Engineer, HavenTech, New York, USA

October 2021 – October 2023

- Led a high-performing **design system team** in the creation of the **Haven Design System (HDS)**, utilizing React and TypeScript. Componentized HTML elements to ensure AA accessibility standards compliance and implemented a **scalable Micro-Frontend architecture** in Storybook. Collaborated closely with product managers, UX designers, and cross-functional partners to drive results
- Developed an agile framework within the team, introducing a retrospective tool adopted company-wide. This framework was built on Google Cloud Platform using the GraphQL, Express, React Typescript, and NodeJS technology stack and integrated with Stripe
- Redesigned the application entirely to conform with **RFC accessibility compliance** and achieved AA accessibility standard alongside UI/UX and performance improvements to create a seamless customer experience. Accessibility and performance metrics were improved and integrated using Google Lighthouse tool. Transitioned Javascript code base to scalable Typescript platforms.
- Collaborated with **cross-functional teams** to resolve large-scale production issues and implemented a scalable Micro-Frontend architecture. Improved the quality of Agile SCRUM meetings by developing an App (Retro) to facilitate the retrospective meetings.
- Started and led various developer communities for resource sharing like **FrontEnd Learning Talks and Performance Thursdays**.

Senior Software Engineer, Vistaprint, Silver Spring, USA

November 2018 – October 2021

- **Migrated over 2 million** users from our Legacy site builder to our newer flagship website builder. Designed exhaustive **database scripts** that perform deep verifications to map and match the older data model to the newer one without any hindrance to CX.
- Designed and developed completely **revamped dashboards** for Domains management, Email Hosting, and Customer website statistics applications that take advantage of the latest Micro Front-end design model. Developed using Gatsby and GraphQL.
- **Implemented localized URL** routing using Skipper in 26 languages and 22 locales. All localized URL maps to the same base app.

Full-Stack Engineer, Vistaprint, Silver Spring, USA

November 2018 – January 2020

- Full-stack web developer maintaining the legacy website WEBS.com, working on various technologies like React, NodeJS, Spring Boot, Javascript, Groovy, Grails. Responsible for maintaining various apps within the webs code base. Sunsetted it later.

COMPUTER SKILLS

Programming Languages	: NodeJs, TypeScript, JavaScript, C, C++, JAVA, Python
Frameworks/Libraries	: React, Angular, JQuery, HTML5, Tailwind
Databases	: Postgres, MongoDB, Firebase RTDB, Cloud Firestore

EDUCATION

George Mason University

Fairfax, VA

Master of Science in Computer Science

2016 - 2018

University of the Potomac

Vienna, VA

Master of Science in Information Technology Administration and Management

2018 - 2019