

KALIMULLAH KHAN

Senior Software Engineer

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SKILLS

Frontend: React.js, Next.js, Remix.js, Gatsby.js, HTML, CSS, Mobile-First Design, Accessibility (WCAG, ARIA).

UI Libraries & Design Systems: Tailwind CSS, shadcn/ui, Ant Design, Material UI, Priceline One, Storybook.

State Management: Redux, Redux-Thunk, Zustand, Context API.

Backend / API Integration: Node.js, Express.js, Firebase, RESTful APIs, GraphQL, Apollo Client.

Testing: Jest, React Testing Library, Cypress.

DevOps / Tools: Docker, Git, GitHub Actions (CI/CD), Webpack, Vite, ESLint, Prettier.

Performance & Observability: Web Vitals, Lighthouse, Google PageSpeed Insights, Sentry, Splunk.

Cross-domain / General: JavaScript (ES6+), TypeScript, GenAI, PWA, Service Workers, Agile, UX Design.

AI Tools: Cursor AI, ChatGPT, Claude, GitHub Copilot, LangChain, Google Gemini, Vercel AI SDK.

EXPERIENCE

Imagine Learning (Learning Mate Payroll)

Senior Software Engineer | Sept 2025 - present

- **Pango Education** (AI-powered Education Companion Widget App)
Tech Stack: React.js, Vite, Python FastAPI, Chat GPT-5.
 - Proposed and set up the **Vite + React + TypeScript + Vitest** stack, created the project **boilerplate**, and defined **frontend standards** (linting, Husky, project structure).
 - Designed the **frontend architecture** for a fully embeddable **Student Companion widget**, enabling seamless integration across **multiple websites**, including **Shadow DOM** isolation for style and behavior encapsulation.
 - Performed **bundle size analysis** for the **Teacher Companion**, removed heavy **third-party dependencies**, and integrated **lightweight modern packages**.
 - Implemented **lazy loading**, **code-splitting**, and other **performance enhancements** to reduce **bundle size** and improve **load time**.

Inception AI (G42) , Dubai

Senior Software Engineer | April 2025 - Sept 2025

- **Board Observer** (AI-powered Meetings App)
Tech Stack: Next.js, Vercel AI SDK, Python FastAPI, Chat GPT-4.
 - Developed an AI-driven meetings platform with core features like real-time audio/video, participant tracking, and calendar sync.
 - Built an **automated meeting summarizer** that generates concise AI summaries from transcripts, **cutting post-meeting review time by 90%**.
 - Enabled **live document sharing** with **per-page AI insights**, enhancing real-time document collaboration.
 - Integrated a **chat assistant using RAG** to enable context-aware Q&A on shared documents.
 - **Optimized chat performance** using the **React Window library** for virtualization, resulting in **35% faster response times** and smooth multi-turn conversations.
 - Collaborated with backend to integrate a **FastAPI + GPT-4** service, enabling **high-performance**, scalable frontend features.

- **Penny (AI-powered Chat Travel Assistant)**
Tech Stack: React.js, Next.js, Vercel AI SDK, ChatGPT-4, LaunchDarkly, Splunk, Microsoft Rush Monorepo.
 - Built a real-time, AI-powered **travel assistant** using **React.js, Next.js**, and the **Vercel AI SDK**, enabling users to manage bookings, refunds, cancellations, itinerary changes, and travel support via natural chat.
 - Integrated **Server-Sent Events (SSE)** and streaming UI updates to deliver smooth, human-like conversations powered by **ChatGPT-4**.
 - Collaborated with backend teams to integrate **tool calling**, rendering dynamic responses for booking lookups, cancellation policies, billing summaries, etc.
 - Delivered **Retrieval-Augmented Generation (RAG)-powered interfaces** by displaying retrieved policy and itinerary data contextually, improving factual accuracy and reducing hallucinations.
 - Contributed to a **65% reduction in agent-assisted queries** and a **45% decrease in average support resolution time**, driving over **\$12M+ in annual cost savings**.
 - Used **LaunchDarkly** to manage frontend feature flags and conduct **A/B testing**, improving UX rollout stability and user engagement.
- **AI-Powered IVR System – Priceline.com**
Tech Stack: Node.js, TypeScript, Fastify, Amazon Connect, Twilio WebSockets, ChatGPT-4, LaunchDarkly.
 - Designed and built a scalable, real-time **AI IVR system** using **ChatGPT-4 Realtime API** to automate bookings, cancellations, and refunds for **millions of Priceline users**.
 - Integrated **Amazon Connect** and **Twilio WebSockets** for low-latency voice streaming, reducing **call handling time by 40%** and improving **customer experience at scale**.
 - Applied **prompt engineering** to reduce hallucinations, improving **AI response accuracy by 35%**.
 - Integrated **Arize AI** for **LLM observability**, enabling real-time tracking of model performance, drift, and hallucination metrics in production.
 - Implemented robust logging, error handling, and monitoring to ensure high availability and resilience of the voice-based AI system in production.
- **C3-Assist - (A micro frontend Customer Service App)**
Tech Stack: React.js, Remix.js, Typescript, GraphQL, Styled Components.
 - Developed a **CRM application** for Priceline, streamlining **grievance resolution** processes such as **refunds, cancellations, and rebookings**, resulting in a **40% reduction in average resolution time** and improved **customer satisfaction ratings**.
 - Seamlessly integrated **custom Remix apps** with **Facebook's Kustomer CRM**, enhancing Priceline's customer service by providing optimal solutions for agents.
 - Applied **ATOMIC design principles** and **SOLID software engineering practices** to build **modular, scalable, and maintainable UI components**, resulting in enhanced **code quality, extensibility**.
 - **Validated and sanitized user inputs** to prevent **XSS (Cross-Site Scripting)** and **injection attacks**, using libraries like **DOMPurify** to sanitize **HTML** effectively.

- **Mahindra Insurance Brokers Limited - POSP (Salespersons onboarding and management platform)**
Tech Stack: React.js, JavaScript, Redux, Redux-Thunk, Sass, Bootstrap 4.

- Held a **senior position** in a **6-member Front-end team**, collaborating with **4 business partners** to build an onboarding app and an **Admin portal** serving **1000+ Salespersons and Product Owners**.
- Utilized **React-Redux**, and **Redux-Thunk** for robust **state management** and scalable UI logic.
- Integrated **OCR APIs** to enable **document scanning** and automated **KYC verification workflows**.
- Implemented **Stripe integration** for seamless **payments and subscriptions**, enhancing the **user experience**.
- Leveraged **Browser Navigator APIs** for controlling **media devices**, enabling **audio/video recording, photo capture**, and **real-time previews** directly within the web app.
- Developed a responsive UI using **React-Bootstrap**, **Sass**, and **RESTful APIs**, ensuring **cross-browser** and **cross-device compatibility** with **optimized performance**.

Raw Engineering Inc

Application Engineer May 2019 - July 2021

- **Inseego.com**
Tech Stack: React.js, JavaScript, Next.js, React-Bootstrap, Sass, ADA compliance, ContentStack CMS.
- **Pella Re-Design (3 websites)**
Tech Stack: React.js, JavaScript, Gatsby.js, ADA compliance, CSS, Contentstack CMS.
- Developed **100+ responsive, ADA-compliant** web pages using **React.js, Next.js, Gatsby.js**, and **GraphQL**, leveraging **SSG/SSR (Isomorphic React)** for optimized delivery and **SEO** performance.
- Monitored and improved **site performance** using **Lighthouse** and **Google PageSpeed Insights**, optimizing **FCP, LCP, CLS**, and **FID** metrics.
- Ensured **WCAG AA** accessibility compliance using **SiteImprove, a11y tools**, and manual audits.
- Designed and maintained **headless CMS schemas**, integrated **structured content**, and converted **Figma** designs into production-ready UI.
- Integrated third-party tools like **Marketo Forms, Hotjar**, and **Google Analytics** to enhance **user insights, tracking**, and **UX optimization**.

EDUCATION

- Masters in Computer Science Mumbai University, India, 2018.