

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

Priceline (Booking Holdings | Fortune 500)

Software Engineer Level 2 | July 2022 - April 2025

- **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.

AxiomIO IT Services Pvt Ltd

Software Engineer | July 2021 - July 2022

- **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** across different projects using **React.js, Next.js, Gatsby.js**, and **GraphQL**, leveraging **SSG and SSR (Isomorphic React)** to optimize page delivery and SEO.
- Monitored and improved site performance with tools like **Lighthouse, Google PageSpeed Insights**, and optimized for **FCP, LCP, CLS and FID** metrics.
- Ensured **WCAG AA-level accessibility** using **SiteImprove, a11y**, and manual audits, contributing to legal compliance and inclusivity.
- Created and maintained headless **CMS schemas**, integrated structured content/data, and collaborated with design to transform **Figma mockups** into production-ready UIs.
- Integrated third-party services such as **Marketo Forms, Hotjar**, and **Google Analytics** to enhance **marketing workflows, user behavior tracking**, and improve **UX feedback loops**.

EDUCATION

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