

MAHIM MITTAL

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Boston, 02121, MA, United States

Summary

Experienced full-stack product engineer with over 8 years in delivering scalable SaaS solutions and AI-integrated platforms, particularly skilled in end-to-end feature development for high-growth startups. Proficient in building user-friendly applications with real-world impact by leveraging state-of-the-art technologies.

Skills

Full-Stack Development: React, Python, PHP, SQL, NoSQL, Laravel, Django, Flask

Cloud & DevOps: AWS, GCP, Docker, CI/CD, Microservices Architecture

AI & Integrations: OpenAI, LangChain, Messaging Platforms, API Structuring

Database Management: MySQL, Postgres, MongoDB, Data Modelling, Query Optimization

Product Development: User Experience Design, Feature Ownership, Documentation, Testing

Problem Solving: Analytical Thinking, Issue Resolution, Agile Methodologies, Ambiguity Management

Communication: Stakeholder Engagement, Reporting, Technical Documentation, Cross-Functional Collaboration

Leadership: Mentorship, Team Building, Project Management, Strategic Planning

Professional Experience

WebKorps

Remote

Senior Product Engineer

09/2023-Present

- Engineered robust full-stack solutions, owning end-to-end development of new features, and enhancing existing functionalities, contributing to 30% increase in product efficiency
- Implemented AI integrations utilizing OpenAI platforms, significantly improving user interaction satisfaction by 40% for newly launched features
- Devised internal reporting tools for the application, providing actionable insights into user engagement metrics, optimizing performance tracking by 50%
- Orchestrated seamless integrations with multiple third-party platforms, including communication tools, broadening the app's functionality and enhancing user experience
- Ensured high quality of code through rigorous testing protocols and continuous adaptation to evolving AI technologies, maintaining a 90% code coverage standard
- Participated actively in product strategy discussions, aligning engineering priorities with business objectives and ensuring backlog of features was reduced by 25%
- Collaborated with a cross-functional agile team, comprising 10+ engineers and product designers, delivering features ahead of schedule 90% of the time
- Enhanced API structures for improved frontend communication, reducing request latency by 20% and bolstering application responsiveness
- Engaged directly in occasional customer support, addressing technical issues promptly to maintain a user satisfaction rate above 95%
- Mentored junior developers on modern software practices, fostering a culture of continuous improvement and learning within the team

IBM

Remote

Business Analyst

01/2022-08/2023

- Led the transformation of legacy systems into modern SaaS applications, achieving a 35% increase in user adoption rate through improved functionality and user experience
- Facilitated comprehensive stakeholder workshops to hone project requirements, resulting in actionable roadmaps and strategic project alignment
- Executed meticulous UAT processes to identify issues pre-release, enhancing initial deployment success rates by 50%
- Instituted an updated business process repository, streamlining operations and realizing a 15% reduction in operational costs
- Strengthened the integration of Salesforce with existing systems, elevating data accuracy by 25% and user accessibility significantly
- Communicated project progress and results to management, enabling data-driven decisions and strategic planning
- Contributed to Salesforce training initiatives, improving overall team capability and preparedness, evidenced by faster project turnaround times
- Piloted continuous improvement methodologies, focusing on process optimization and actionable insights within team operations

AmericanKorps

Remote

Junior Business Analyst

07/2017-12/2021

- Supported thorough business requirement gathering, ensuring clear alignment with client objectives across various software implementations
- Augmented user story and functional specification development for technology projects, refining roadmap clarity and team understanding
- Participated in thorough UAT processes, contributing to the identification and documentation of critical system defects and enhancements
- Worked closely with senior analysts to develop business process maps, highlighting inefficiency areas and proposing strategic improvements
- Solicited and organized stakeholder feedback, driving iterative design enhancements and increasing client satisfaction by 20%
- Managed timelines and deliverables effectively, ensuring project scope adherence and punctual delivery across multiple project initiatives

Education

Northeastern University

Boston, MA

MS in Computer Science Engineering

09/2022-12/24

Certifications

- Salesforce Certified Administrator
- Certified Business Analysis Professional (CBAP)