

Mayank Kamra

Lead Software Engineer

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PROFESSIONAL EXPERIENCE

- Kraya AI & WhatsApp Extension Based CRM, Lead Software Engineer** Apr 2024 – Present | New Delhi, India
- Implemented multiple improvements to the WhatsApp CRM stages UI and placement/logic, making it easier for sales teams to understand lead progress and manage pipelines effectively.
 - Updated follow-up rules and “follow-up needed” logic so reps saw clearer, more actionable lists instead of noisy or outdated follow-ups, aligning system behavior with how sales actually works.
 - Delivered several iterations of the Auto Followups and AI Replies system, including logic fixes, UI updates, and architecture changes that made automated messaging more predictable and easier to extend.
 - Worked on offline broadcasts and message-queue handling so outbound WhatsApp messages were buffered more safely during provider or connectivity issues, reducing the risk of lost communications.
 - Shipped quality-of-life improvements such as enabling scrolling for stages on the extension and handling WhatsApp Business specifics, improving day-to-day usability for sales reps.
- MentR-Me – Student & Mentor Experience, Software Engineer** Feb 2024 – Nov 2024 | New Delhi, India
- Built and iterated on features that connect students with mentors and programs, focusing on smoother application and session flows shared with the group CRM.
 - Improved page and API performance for key MentR-Me screens so students and mentors see faster load times during peak usage.
 - Developed an AI-assisted resume builder that lets the team generate and refine student resumes from structured inputs, streamlining preparation for applications.
- MiM-Essay – Sales CRM & Internal Tools, Software Engineer Intern & Lead Software Engineer** Nov 2022 – Present | New Delhi, India
- Added and refined sales-FAQs namespaces and sub-categories, giving sales teams a structured way to organize their responses as new offerings and objection types were introduced.
 - Implemented custom user-session tracking that tied user behavior back to CRM entities, giving the team better visibility into how prospects and users interacted with the product over time.
 - Improved UTM, phone, and source mapping from webhooks and login flows into the CRM so that new leads were consistently created with the right identifiers and marketing context.
 - Contributed to bulk-update flows, enabling safer updates to large sets of lead or pipeline records without ad-hoc scripts or manual spreadsheet work.
 - Fixed and polished dashboard behavior so CRM reports reflected the current business rules around stages and follow-ups, reducing confusion when viewing performance metrics.
 - Added smaller enhancements such as new namespaces for future FAQ categories and clean-up of related logic, making it easier for other developers and non-technical stakeholders to extend the system later.

EDUCATION

- Bachelor of Technology – B.Tech,** 2019 – 2023 | Haryana, India
J.C. Bose University of Science and Technology, YMCA, Faridabad
- Completed B.Tech in Computer Science with a focus on software engineering, data structures, algorithms, and web development.
 - Applied core CS concepts through hands-on work in object-oriented programming, databases, and basic networking.
 - Built a **Note Taking Website** to practice CRUD operations, form handling, and local storage.
 - Developed a **Quiz website** with dynamic questions, scoring logic, and basic state management.
 - Created a **Tic Tac Toe Game** to strengthen problem-solving, game logic, and user interaction handling.
 - Experimented with several smaller web and mobile projects, reinforcing clean code practices and the ability to turn ideas into working prototypes.
- Higher Secondary, 12th Grade, Axis Academy Sr. Secondary School, Khairthal** 2017 – 2018 | Rajasthan, India
- Completed Higher Secondary education with a focus on Science and Mathematics.
 - Built a strong foundation in logical reasoning, problem-solving, and basic computer usage.
 - Participated in school activities and projects that sparked interest in programming and technology.

SKILLS

Backend & Databases

Laravel, PHP, Node.js, Express.js, MySQL, PostgreSQL

Tools & Other Languages

Cursor, VS Code, Git, Github, NPM, AWS, Jira, Slack, C++, Java, Python

Frontend

HTML, CSS, JavaScript, React.js, Next.js, Tailwind CSS, Bootstrap, Redux

COURSES

- Data Structure and Algorithms Using Java, NPTEL** Jul 2023 – Oct 2023
- Ethical Hacking, NPTEL** Jan 2022 – Apr 2022
- Programming in Java, NPTEL** Jan 2022 – Apr 2022
- The Joy of Computing using Python, NPTEL** Jul 2021 – Oct 2021
- An Introduction to Programming through C++, NPTEL** Jan 2021 – Apr 2021

AWARDS

- Best Employee of Company, MiM-Essay** Oct 2024
- NPTEL Discipline Stars, NPTEL** Dec 2023
- Best Employee of the Month, MiM-Essay** Mar 2023