Ashad Muneer

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Experience

TickIT | SDE Intern | Noida, India   **October 2025 – Present**

- Architected and implemented a full **Soft-Delete & Recycle Bin system** across business-critical CRM entities (Sales Leads, Orders, Quotes) using a dedicated recycle_bin tracking table; built configuration-driven factory controllers for bulk and single delete/restore/permanent delete operations with RBAC enforcement, audit logging, pre-delete validation, and a scheduled cron job for 30-day auto-purge retention.
- Built an automated **multi-step email sequencing system** (Apollo.io-style) enabling configurable drip outreach campaigns; integrated **Microsoft Graph API** and **Gmail API** to send emails directly from users' real mailboxes, improving deliverability over traditional marketing tools.
- Developed a reusable **approval workflow engine** supporting any CRM entity type; deployed for service and security requests with configurable multi-step routing logic.
- Built an advanced **bug reporting system** capturing full diagnostic context (network logs, console output, environment details), significantly reducing back-and-forth and speeding up issue triage.
- Resolved critical bugs in history tracking and reporting modules while delivering UI/UX enhancements that improved platform consistency and usability.

Know Your Colleges | Frontend Developer Intern | Noida, India   **July 2024 – September 2024**

- Developed responsive ed-tech web interfaces using **React.js**, improving usability across desktop and mobile devices.
- Optimized frontend performance by debugging, refactoring code, and improving state management for smoother interactions.
- Collaborated with cross-functional teams to deliver visually appealing UI features using **CSS frameworks** aligned with Agile workflows.

Projects

AI Voice & Chat Customer Support Agent ⬈   **August 2025**
JavaScript, REST APIs, ElevenLabs, n8n, RAG, Google APIs

- Built an AI-driven customer support system supporting **voice and chat** using ElevenLabs for voice synthesis and n8n for backend automation.
- Implemented a **RAG-based** response engine to deliver intelligent, context-aware replies.
- Integrated Google Calendar, Sheets, and Gmail APIs to automate scheduling, data workflows, and email communication.

PopCart ⬈   **February 2025**
React.js, Node.js, Express.js, JWT, Cloudinary, PayPal, Redux Toolkit, Tailwind CSS

- Built a full-stack fashion e-commerce platform with React, Node.js, and Express.js, delivering fast and highly responsive user experiences across multiple modern devices.
- Implemented secure **JWT authentication** and role-based access control to protect user accounts and workflows.
- Integrated **Cloudinary** for media storage and **PayPal** for seamless payments, with optimized global application state management using Redux Toolkit.

Skills

Languages: C++, HTML/CSS, JavaScript, MySQL, PostgreSQL
Technologies/Frameworks: React.js, Redux Toolkit, Node.js, Express.js, Tailwind CSS, Bootstrap, BullMQ, Redis
AI & LLM: OpenAI API, Google Gemini API, Ollama, RAG (Retrieval-Augmented Generation), ElevenLabs, n8n
APIs & Integrations: Microsoft Graph API, Gmail API, SendGrid, Google Calendar API, Google Sheets API, PayPal API, Cloudinary
Tools & Platforms:Git, VS Code, Cursor, Claude Code, OpenCode, Firebase, Vercel, Render, Figma

Education

ABES Engineering College (Affiliated with AKTU)   **November 2021 – July 2025**
Bachelor of Technology in Computer Science and Engineering   *Ghaziabad, India*

Awards, Achievements & Volunteer Activities

- Secured **1st place** among 124 teams in the Smart India Hackathon (Internal Round) for innovative problem-solving.
- Achieved **3rd place** out of 140 teams at the Bennett University Hackathon for developing a high-impact solution.
- Recognized as a **Top 10 Contributor** in Script Winter of Code, contributing to multiple open-source projects.
- Led and supported tech communities as **GSSOC'24 Mentor**, **SWOC Contributor**, and **Graphic Designer Lead at DataVerse**, impacting 500+ students.