

HEMENDRA TRIPATHI

Udaipur, Rajasthan, India | 063787 45958 | hemendratripathi880@gmail.com

[Portfolio](#) | [LinkedIn](#) | [GitHub](#)

SUMMARY

Technical Lead and Full-Stack Engineer with **4+ years** of experience architecting and scaling AI-powered SaaS products from design to production. Currently leading engineering for Callin.io, an AI voice platform serving **1,500+ paying** customers and multiple enterprise clients. Expert in multi-LLM orchestration, real-time voice AI, usage-based billing systems, and cross-functional team leadership. Proven track record delivering high-impact solutions across healthcare, real estate, fintech, and logistics using modern stacks including Next.js, NestJS, Supabase, and Twilio.

CORE SKILLS

AI & Voice Systems: Multi-LLM orchestration (model routing by complexity & cost), RAG pipelines (Pinecone, Supabase Vector), Voice cloning (ElevenLabs, Cartesia), Real-time telephony (Twilio, Telnyx, SIP)

Product & Revenue Engineering: Usage-based billing architecture, Stripe subscriptions & invoicing, Pricing design, Infrastructure cost optimization, Vendor spend ownership

Full-Stack Development: React, Next.js, React Native, Node.js, Express, NestJS, Laravel, Python

Cloud & DevOps: Docker, AWS, Redis, PostgreSQL (Supabase), CI/CD pipelines

Architecture: System Design, Microservices, REST APIs, Event-driven Systems

Integrations & Ecosystem: Google OAuth/Calendar, SendGrid, Firebase/FCM, multi-provider email sync protocols, and enterprise workflow automation (n8n, Zapier).

Leadership & Ownership: Technical architecture decisions, team leadership (5 engineers), hiring, client acquisition & relationship management, mentorship (150+ students trained)

EXPERIENCE

Technical Lead / Full-Stack Developer Oct 2024 – Present

Appspundit Infotech — Udaipur, Rajasthan | Client engagement: Callin.io, an AI voice-calling SaaS platform

- **Spearheaded** technical architecture, vendor/infrastructure spend, hiring, and product roadmaps for a 5-engineer team as the **de facto Technical Lead**, reporting directly to the founder.
- Architected and scaled the platform to **1,500+ paying customers**, including enterprise accounts in medical and real estate, integrating Twilio and Stripe for automated multilingual voice calling and billing
- Reduced LLM inference costs by **20%** by dynamically matching model size to task complexity — reserving larger models for complex reasoning and lighter models for routine interactions.
- Designed a minute-based billing system with rollover tracking precise enough that subscription disputes have been **negligible since launch**
- Expanded the platform into a multi-product suite, including CondoMail (AI email management) and Realead (AI real estate lead qualification), applying the same multi-LLM architecture across products
- Built multilingual AI voice agents with voice cloning, contextual prompting, and real-time Google Calendar scheduling for production customer workflows
- Owned customer acquisition and retention, converting **30+ prospects** into long-term paying customers across healthcare and real estate
- Maintained production infrastructure with high availability, resolving operational issues rapidly and minimizing customer impact
- Coordinated with U.S. and European stakeholders across three major releases

Freelance Full-Stack Developer 2022 – 2024

Remote

- Delivered 10+ end-to-end applications across MERN, Django, Flask, and Laravel for clients in fintech, retail, and logistics
- Built a FinTech accounts management system for an MCA-registered firm, automating reconciliation and saving 15+ staff hours per week
- Improved API performance by 25% and implemented CI/CD pipelines for zero-downtime deployments

Technical Instructor 2021 – 2023

Aimers Institute & VT College — Udaipur / Bhilwara, Rajasthan

- Mentored 150+ students in Python, Django, MERN, and Flutter through project-based learning
- Redesigned course curriculum aligned to industry needs, contributing to a 42% increase in student placement rates
- Supervised 30+ capstone projects, instilling best practices in version control, API design, and UI development

PROJECTS

[Callin.io](#) — AI Voice-Calling Platform

React, Node.js, Supabase, Twilio, Telnyx, Stripe, Firebase

Engineered a low-latency telephony pipeline utilizing WebSockets and SIP protocols for real-time audio streaming. Developed the custom multi-LLM orchestration layer featuring semantic caching and concurrent prompt execution to drastically reduce Time-to-First-Token (TTFT) for voice agents.

[CondoMail](#) — AI Email Management Sub-App

React, Node.js, Supabase, Stripe, Firebase, multi-provider email integration

AI agents that sort/categorize incoming email, generate drafts, and auto-reply on the user's behalf, with support for multiple email providers. Recently deployed to production and currently live with early adopters, including multiple high-volume Amazon sellers optimizing their email workflows.

Realead — AI Real Estate Lead Management App

React Native, NestJS, Supabase (auth & backend), Stripe

Connects to users' lead sources across platforms, builds an automated business profile, and places AI-driven qualification and follow-up calls to new property leads. **Currently undergoing final review and beta testing ahead of official release.**

Sunria (Laravel/Flutter) & FinTech Internal Accounts (MERN)

Additional shipped projects

A pan-India farm management system with real-time field-to-warehouse communication, and a secure financial dashboard with automated reconciliation that reduced accounting errors by **30%**.

EDUCATION

Master of Computer Applications (MCA) (Part-time) — Janardan Rai Nagar Rajasthan Vidyapeeth, Udaipur (Expected 2026)

Bachelor of Computer Applications (BCA) — Mohanlal Sukhadia University, Udaipur (2022)

LANGUAGES

English (Fluent), Hindi (Native)