

# APOORV ANAND

Frontend + AI SaaS Engineer | React / Next.js | LLM Integrations | Shipped Production SaaS

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## SUMMARY

Frontend-oriented full-stack engineer specialized in building and shipping AI-driven SaaS products. Delivered KaiBot, a production multi-tenant platform with LLM automation, CRM workflows, customer messaging, and Stripe billing. Strong enterprise support background at HP with measurable improvements in escalation handling and RCA efficiency.

## CORE SKILLS

Frontend: React.js, Next.js, TailwindCSS, JavaScript, Typescript

Backend: Python, FastAPI, Node.js, Express, REST APIs, SQL

AI & SaaS: LLM Integration, Conversational AI, Multi-tenant SaaS, Stripe Billing, CRM Automation

Infra & Tools: Docker, AWS, Redis, CI/CD, Git

Soft Skills: Customer Communication, RCA, Cross-functional Coordination

## EXPERIENCE

Senior Technical Support Engineer — HP Inc

Apr 2025 – Present

- Resolved enterprise escalations with 95% successful closure rates
- Reduced cross-team resolution cycles by 20% through standardization
- Authored technical playbooks improving onboarding and RCA accuracy

Technical Support Engineer II — HP Inc

Jul 2024 – Apr 2025

- Increased First Contact Resolution by 25% for priority enterprise accounts
- Mentored 6 junior engineers improving team-wide SLA performance
- Reduced average resolution time by 30% using workflow optimization

Technical Support Engineer I — HP Inc

Dec 2022 – Jul 2024

- Closed commercial support escalations with 92% resolution rate
- Added automation scripts improving RCA precision by 18%

Web3 Full-Stack Developer — Myriad (Remote)

Jul 2022 – Dec 2022

- Built React-based DApp UI reducing rendering latency by 35%
- Implemented Solidity marketplace contract integration and wallet flows

## PROJECTS

KaiBot — Shipped AI SaaS Platform

Live: <https://www.kaibot.app>

- Shipped production multi-tenant SaaS for conversational CRM automation
- Enabled WhatsApp-based lead capture and customer engagement
- Integrated subscription billing with Stripe for tenant management
- Stack: Next.js, FastAPI, PostgreSQL, Redis, Docker, Stripe, AWS, LLM APIs

Portfolio Website

Live: <https://akai07.github.io/apoorvanand.github.io>

- Responsive portfolio demonstrating UI skills and charting components

## EDUCATION

B.Tech — Computer Science Engineering, MIT-WPU Pune

React, Next.js, SaaS, LLM Integration, OpenAI, Stripe, Multi-tenant, Docker, Redis, FastAPI, Python, Typescript, CRM Automation