

MUDIT GARG

muditgarg1996@yahoo.com · (+91) 9818863113 · [LinkedIn](#) · India

PROFESSIONAL EXPERIENCE

Spinny, India (India's leading B2C used-car marketplace; a Tiger Global-backed unicorn with ~\$1.4B valuation) Jan 2025 - Present

Software Engineer, Ecosystem (Jun 2026 - Present)

- Leading the 0 to 1 build of 'Challan', a plugin-based traffic-fine resolution product coupled with a CRM dashboard deployed across Spinny's ecosystem and 3rd party apps, owning technical architecture for a \$12M/yr business line across a 7-person cross-functional pod.

Software Engineer, Customer Experience (Jan 2025 - May 2026)

- Built a suite of AI-assisted tools: AI chatbots, voicebots integration, conversation summaries, personalized answers to FAQs, multi-language support and ticket recategorisation, cut avg. handling time by ~30 min/ticket and new ticket volume by 25%, and raised CSAT from 55 to 72.
- Researched, designed and developed repair-cost approvals from ad-hoc offline negotiations between users and CX agents into a structured, in-platform accept/reject workflow, saving \$150k annually in excess repair spend.
- Redesigned the warranty case-intake and self-scheduling experience, replacing agents' manual workaround, eliminating 1,500 duplicate tickets, and cutting TAT by 10 hours across 2,100 monthly drop-offs. Received 'Driven by Customer Award', selected from 275 employees.
- Owned weekly release calls and conducted production sanity ensuring the delivery success of ~80% over 12 months. Migrated deployment pipeline from 3rd party to internal platform 'Deployhub', saving ~\$36k/yr for 3 products owned by my pod.

Frontend Developer, Rentickle, India (An online furniture and appliance rental startup, raised \$4mn)

May 2024 - Jan 2025

- Led a team of 4 developers and delivered an SEO-first new consumer website handling over 100K MAU, which led to ~3X increase in revenue during the demand downturn by reviving orders from 35 orders/day to 90 orders/day. Recipient of the 'Certificate of Appreciation'
- Overhauled page-load architecture via code-splitting, lazy loading, and caching, tripling Lighthouse performance (17% to 53%)
- Onboarded and managed 2 developers and 2 interns for 24 weeks for the new website development. 3 out of 4 received full-time offers.

ReactJS Developer, SuppleSoft, India (India-based IT consulting firm; worked for a B2C client in furnishing industry)

Sep 2021 - May 2024

- Led a cross-functional team of 5 and developed a full-stack website for a luxury furniture client (Trelif) and enabled a Content Management System (CMS) for business teams to update the catalog and pricing across 15+ categories and 350+ SKU' speeding up merchandising cycle..
- Built an account system across the client's consumer website and internal management system, giving customers and operations teams a single view of post-sales orders and cutting order-resolution time by 50% from ~3 days to 1-2 days, leading to an increase in CSAT by 20%.
- Reduced website load time by 85% by implementing server-side & client-side caching strategies, improving lighthouse parameters by ~25%.

Data Analyst, TransOrg Analytics, India (Data science and analytics consulting firm)

Jun 2018 - Dec 2018

- Implemented an NLP pipeline, detecting illegal merchants for AmEx bank, raising the accuracy of the detection model from 77% to 82%.

EDUCATION

B.E, Netaji Subhas Institute of Technology, University of Delhi - New Delhi, India

Jun 2014 - Jun 2018

Major: Manufacturing Processes and Automation **Minor:** Artificial Intelligence, Robotics **Grade:** 7.75/10; First class

LEADERSHIP EXPERIENCE

Spinny: Core member of the Consumer Frontend Developers Team

Jan 2025 - present

- Conceptualised 'speed', a UI library based on 'drift design system' within a team of 15+ developers and designers. Planned and migrated the components across 20+ user workflows, enabling customisable and reusability across the Spinny ecosystem
- Recipient of 'On the Spot Award', given to 3 out of 50 employees for driving initiatives like specifications-driven PDLC framework for a 30% increase in bug-free releases, and conceptualised lightning talks on system design, Claude Code, Agentic AI, GenAI, token optimisation, etc.

Tech Consulting, Freelancing

2025

- Shipped the MVP for [Pehchaan.me](#), an EdTech startup's AI mentor that maps skills and interests of early career aspirants aged 18+ into curated learning paths and resume generation.
- Architected the frontend based on the ReactJS ecosystem for a stealth Australian Wealth management Enterprise via ProductiveAI.tech

Co-Founder, Calm Corners, India (a calm and peaceful co-studying space for students)

Dec 2023 - Jul 2025

- Led a 4-person team across 2 branches, owning hiring, daily operations, product development, and marketing while serving ~80 active users/month per branch; generated total ~\$36k in annual revenue at a 8% profit margin.
- Mentored 50+ students on exam strategy and career pathways, building the venture into a guidance community. I wanted to fix the education system from inside the system, I ended up doing when 3 of my mentee students cleared the Indian civil services examinations.

Pro-bono Consulting: Volunteer, AID-NCR (an NGO for improving education for the underprivileged)

2023 - 2025

- Designed a structured Mathematics, verbal literacy, and digital skills curriculum with 10+ middle school teachers, deployed across 6 schools to ~600 students, driving 10% students into mainstream schooling and equipping 50+ older out-of-school students with vocational skills for blue-collar employment. Recipient of 'Certificate of Appreciation' for notable contributions.
- Engineered around infrastructure gaps by mobilizing 6 CSR partners and community donors to fund container classrooms, a mobile computer lab, and village community land, along with educational material for 6 schools.

Event Organiser: Street Dance, Moksha, NSIT

2015 - 2016

- Co-led a 4-Freshman team designing format, outreach, and execution for the event day, drawing 500+ participants from 50+ colleges.
- Raised \$3,000 for the sponsorships team in the cultural fest with a footfall of 25,000+ attendees.

INTERESTS

Mathematics: Co-authored an International Journal on Mathematics Trends & Technology (IJMTT) [research paper](#) on infinitesimals and hyperreals (2025). Honoured National Mathematics Topper 2014, recognized by India's Minister of Education among over 1mn students.

Travelling: Explored 14/28 states in India and 3 countries, and observed how geography, environment, culture and economy shape each other.

Sports: Avid follower and player of Cricket, Tennis, and Badminton since 2012. Wrote 15+ articles analysing the strategy on various sports on EssentiallySports as a content writer intern in 2016.

Reading books and podcasts: Avid reader of books on anthropology & history. Read ~10 books in the last 2 years, listen CBR, Invest like the best