

RAHUL KALRA

Software Engineer | Technical Account Manager

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Enterprise Customer Support • AI Platforms • Developer Experience • Real-Time Communications

PROFESSIONAL SUMMARY

Software Engineer and Technical Account Manager with 7+ years of experience in support engineering for enterprise customers across AI, developer platforms, APIs, SDKs, cloud infrastructure, and real-time communications. Trusted technical advisor from pre-sales discovery through production support, passionate about solving complex technical problems and building long-term customer trust.

PROFESSIONAL EXPERIENCE

Chief Technology Officer | Bid On It Sep 2025 – Present

- Leads engineering strategy for a cross-platform marketplace (web, mobile, backend) while remaining hands-on in the codebase daily.
- Built scalable web, mobile, backend, payments, authentication, messaging, and real-time communication systems.
- Implemented OAuth-based authentication and SSO for the product MVP.
- Partnered directly with customers to resolve production issues and convert feedback into engineering improvements.
- Provided real-time customer support through Slack-embedded channels, on-call for urgent production issues.
- Established engineering standards, CI/CD, testing, and mentoring practices.

Director of Product Operations | Founding Engineer | Comersify Jan 2025 – Nov 2025

- Pledged secure \$80K in funding while establishing engineering and product delivery processes.
- Implemented OAuth-based authentication and SSO for the product MVP.
- Partnered with Engineering, Product, executives, and enterprise customers to deliver scalable solutions.
- Provided real-time customer support through Slack-embedded channels, on-call for urgent customer issues.

Technical Account Manager | Agora.io Dec 2021 – Dec 2024

- Carried full Support Engineer responsibilities — ticket triage, issue reproduction, SDK and API debugging, and escalation ownership — on top of standard Technical Account Manager duties.
- Supported 40+ enterprise and ~70 commercial customers through implementation, production support, escalations, and adoption.
- Averaged 9–12 support tickets daily while consistently upholding Agora's 1-hour enterprise response SLA.
- Supported Web, iOS, Android, React Native, Flutter, Unity, backend APIs, and Agora SDKs.
- Led pre-sales discovery and post-sales troubleshooting by reproducing environments, reviewing logs, debugging SDKs, and coordinating with Product and Engineering.
- Participated in War Room operations for strategic enterprise customers, including publicly referenced Agora customers Whatnot and Poshmark, monitoring live production events and resolving issues in real time.
- Delivered SLA-backed on-call support during critical production incidents, working with customers in real time through Slack-embedded shared channels.
- Partnered with Engineering, Product, Customer Success, Sales, and Solutions Architects to resolve escalations and improve customer outcomes.
- Conducted QA for Agora's Conversational AI SDK; improved documentation, delivered workshops, and authored onboarding guides and runbooks.

Full Stack Engineer | COd3.com Jul 2018 – Feb 2022

- Built React/GraphQL applications while supporting developers with onboarding, API integrations, debugging, and documentation.

Growth Engineer | Inspectlet Aug 2017 – Jun 2018

- Supported API integrations and production debugging; closed the company's largest \$125K+ technical sale.

TECHNICAL SKILLS

Enterprise Support	Technical Account Management, Incident Response, Customer Escalations, API Troubleshooting
Languages	JavaScript, TypeScript, Python
Platforms	React, React Native, Flutter, Unity, GraphQL, REST APIs
Cloud	Firebase, GCP, SQL, PostgreSQL
AI	Claude, OpenAI APIs, Conversational AI, Prompt Engineering

EDUCATION

University of California, Santa Cruz — B.A., Business, Economics, Accounting & History of Asia