

ANIMESH SHARMA

Founding Engineer → Chief of Staff | Product, Engineering & Operations

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PROFESSIONAL SUMMARY

Technical operator with 5+ years of progression at Gradly — from Founding Engineer to Chief of Staff. Shipped Gradly's core products, internal operating systems, partner integrations, and AI Support Concierge for a platform serving 10K+ members across 25+ U.S. universities. Combines hands-on engineering with product, operations, sales, and team leadership to solve ambiguous, ground-zero problems; led sales and growth initiatives that grew annual premium volume from \$1.2M to \$2.5M and improved net revenue margin from 12% to 35%.

WORK EXPERIENCE

GRADLY INCORPORATED | *Health Insurance for International Students in the United States*

Chief of Staff

May 2025 – Present

- Operate as the CEO's direct proxy — leading company strategy, partnerships, and legal/administrative work while continuing to own product and engineering direction.
- Led sales & growth execution across 4 cycles, growing annual premium volume from \$1.2M to \$2.4M and improving net revenue margin from ~12% to ~35%; signed 4 new international student-association partnerships and expanded into 15–20 additional universities.
- Designed and launched a customer referral/reward program that grew the customer base without increasing acquisition spend.
- Manage a 10-person team spanning engineering, design, customer support, marketing, and growth; personally led 30+ interviews and hired 8 team members.
- Own Product/Engineering, Operations, and Customer Success end-to-end; support company leadership on Growth and Partnerships.

Software Engineer → Product Lead

Feb 2023 – May 2025

- Grew engineering from a solo function into a 5–6 person team as Tech Lead/Product Lead, owning architecture, hiring, and execution while remaining hands-on.
- Designed and built Gradly's internal operations platform ([dashboard.gradly.us](#)), unifying sales analytics, customer lifecycle tracking, policy administration, and multi-provider payment operations (Stripe, Square, Mercury) into the company's single source of truth.
- Led the customer-facing product suite ([gradly.us](#), [insurance.gradly.us](#), [app.gradly.us](#)), migrating the frontend from React to Next.js and establishing a new design system.
- Architected and shipped the AI Insurance Concierge, a RAG-based system generating context-aware draft replies across email, WhatsApp, SMS, and live chat with human-in-the-loop review, plus an AI conversation auto-tagging system for support routing and SLA tracking.
- Learned EDI standards from scratch in under a week and built automated EDI infrastructure for two insurance partners (SisCo, FivePoints) with zero production issues, replacing manual email/Microsoft Access workflows.
- Built Gradly's claims platform (submission, processing, and status APIs; OpenAI-powered PDF extraction; Mercury ACH reimbursements) and integrated 5 insurance carrier partners (WellAway, GBG, SisCo, MedPrime, FivePoints).
- Built Gradly's mobile app (React Native) covering insurance document access, provider lookup, claims management, premium payments, and in-app support, integrating Firebase, Typeform, Stripe, Intercom, Calendly, Mercury, and Slack APIs.

Independent Contractor — Founding Engineer

Jul 2021 – Feb 2023

- Joined as Gradly's sole engineer and personally built the company's entire core backend, including its first insurance partner integrations (GBG, WellAway).
- Built and shipped an early AI-based Q&A prototype (LLM answering questions from insurance plan brochures), later productionized.
- Identified manual, time-consuming operational processes across the company and built automation tooling (Python, Zapier, Firebase Cloud Functions) that measurably improved team productivity.

PROJECTS

AI Insurance Concierge — RAG (OpenAI + Pinecone), Front API, WhatsApp/Email/SMS integrations, Firestore

Multi-channel AI support system generating context-aware draft replies across email, WhatsApp, live chat, and SMS through a unified inbox, with human-in-the-loop review before sending. Combines customer context, CRM/journey data, and specialized routing agents to auto-tag and resolve support conversations at scale.

Demo: [Demo](#)

VisaFile — *React, Fastify, BullMQ + Redis, Puppeteer, WebSocket, PostgreSQL, S3-compatible storage*

MVP automation tool for the DS-160 U.S. visa application: a guided intake form feeds a background worker that fills out the official CEAC form automatically, pausing only for CAPTCHA solving or live field corrections via WebSocket before delivering the official confirmation PDF — turning a ~2-hour manual process into a ~3-minute automated run.

Demo: [Demo](#) | GitHub: [GitHub](#)

AI Claims Adjudication — *OpenAI (OCR/document extraction), MS Access sync, Excel/report automation, email/eFax distribution*

End-to-end automated claims processing pipeline: intake, OCR-based data extraction, portal interaction, repricing report retrieval, and report generation/distribution — replacing a fully manual, email-based workflow with zero production issues since launch.

Demo: [Demo](#)

SKILLS

AI/ML: LLMs, RAG, vector DB (Pinecone), prompt engineering & orchestration, agent orchestration, MCP, AI document extraction (OCR), AI eval design, production AI observability & safety guardrails, frontier-model fluency

Languages & Frameworks: JavaScript, TypeScript, React, Next.js, Node.js, Express, Python, React Native

Infrastructure & DevOps: Firebase (Firestore, Cloud Functions, Auth), GCP, SQL, GitHub Actions (CI/CD), Sentry, Puppeteer (browser automation)

Integrations & Data: Stripe, Mercury, Razorpay, EDI/SFTP, Algolia, Attio, Segment, DocSpring, Typeform

Product & Ops: 0→1 product development, cross-functional team leadership, sales & growth strategy, partnership negotiation

EDUCATION

Master of Computer Applications (MCA), Computer Science Oct 2021 – Jul 2023

Shri Vaishnav Vidyapeeth Vishwavidyalaya, Indore | 9.4 CGPA, Gold Medal

Bachelor of Computer Applications (BCA) 2018 – 2021

Shri Vaishnav Vidyapeeth Vishwavidyalaya, Indore | 8.38 CGPA

AWARDS & ACHIEVEMENTS

- **\$10,000 Performance Bonus** — Gradly Inc., Fall 2024 — awarded for leadership impact on sales and growth outcomes, including expanding annual premium volume and improving net revenue margin.

CERTIFICATIONS

- **Next.js & React** — Udemy, Issued Apr 2023 — [Credential](#)
- **Linux Mastery** — Udemy, Issued Oct 2022 — [Credential](#)
- **Node.js API Masterclass** — Udemy, Issued Nov 2020 — [Credential](#)
- **AI, ML, Data Science & Deep Learning** — Udemy, Issued Jul 2020 — [Credential](#)