MAYANK MITTAL

Engineering Lead | Web & Mobile Platforms | AI-Augmented Delivery

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PROFESSIONAL SUMMARY

Frontend-rooted engineering lead with 10 years building consumer-scale web and mobile products for enterprises including Walmart, AT&T, Allocate and Deutsche Telekom. Currently leading delivery across web, Android, and iOS for Deutsche Telekom's customer platforms, owning technical strategy, engineering management, monitoring, and people growth for a cross-stack squad. Early and hands-on adopter of AI-assisted engineering (Cursor, custom MCPs), driving a 2x increase in code coverage and cutting feature delivery time by over 95%. Proven track record of reducing production error rates, improving customer experience metrics, and mentoring engineers into strong individual contributors.

CORE SKILLS

Leadership and Management: Engineering Management, People Management, Stakeholder Management, Technical Strategy, Hiring & Technical Interviewing, Sprint & Quarterly Planning, Capacity Planning, Mentoring, Cross-Squad Alignment

AI-Augmented Engineering: Cursor, custom MCP servers (JIRA, Confluence, Figma, Analytics)

Monitoring & DevOps: Dynatrace, Grafana, Zenduty, OpenSearch, Git, Jenkins, CI/CD, Micro Frontends (single-spa)

Languages & Frameworks: JavaScript, TypeScript, React.js, Redux, Vue.js, Pinia, Node.js, REST APIs, HTML5/CSS

Testing & Quality: Cypress, Selenium, Jest, WCAG, code coverage optimization

PROFESSIONAL EXPERIENCE

Deutsche Telekom Digital Labs (DTDL) | Gurgaon, India | Nov 2022 - Present

Lead Engineer | Jul 2024 - Present

- Own end-to-end delivery for OneApp (Mein Magenta App), OneAppWeb (MMKC) and MagentaView (MaVi) — covering service journeys (contracts, invoicing, payments, profile, assets, devices) for Deutsche Telekom's B2B and B2C customers.
- Lead a cross-stack engineering team as interim Engineering Manager: own sprint and quarterly planning, people management, mentoring, code quality, and stakeholder alignment with product and design.
- Conduct 20+ technical interviews for frontend engineering roles across multiple hiring rounds; evaluated candidates on React, JavaScript, problem-solving and provided hire/no-hire recommendations that contributed to 5 hires.
- Own alerting, monitoring, and logging strategy using Dynatrace, Grafana, Zenduty, and OpenSearch, improving incident response time and system visibility.
- Drove adoption of AI-assisted development (Cursor) across the team; built custom MCP integrations for JIRA, Confluence, Figma, and Analytics — increasing app code coverage from 60% to 95% and cutting analytics feature delivery time from 5-6 days to ~15 minutes.
- Reduced customer-facing API error rate from 10% to 0.5% and improved response times through root-cause analysis and code optimization with the team.
- Increased app adoption by designing and shipping a web-to-app redirection feature, contributing to improved app penetration and NPS.
- Joined in-house iOS and backend bootcamps to build cross-platform fluency and take direct ownership of end-to-end features.

Senior Software Engineer | Nov 2022 – Jun 2024

- Built and owned multiple micro-frontends within Magenta View (MaVi) — a single-spa/Vue.js call-center and shop-agent web app — including Tariff Change, Sales & Bookings, Customer Master Data, Invoicing & Payments, and Contact Management.
- Introduced Pinia for state management and led migration of legacy Vue 2 modules to Vue 3.
- Designed and built a shared analytics tracking library from scratch, adopted across all micro-frontends in Magenta View (MaVi) as a single common codebase, standardizing event tracking and eliminating duplicate implementations.
- Took ownership of and delivered the Customer Master Data project, originally estimated at 1 year, in 2 weeks.
- Reduced average call handling time by introducing an auto-generated call summary feature, replacing a fully manual agent workflow.
- Mentored junior engineers and designed frontend solutions for their workstreams.

Nagarro | Gurgaon, India | Dec 2020 – Nov 2022
Senior Software Engineer / Associate Staff Engineer

- Built components for the ASDA Groceries website (order management) and Customer Care application for Walmart, using ReactJS, Redux, and modern ES features.
- Independently led multiple engineering teams, strengthened accessibility practices and cross-squad collaboration.
- Partnered with Walmart stakeholders to translate business requirements into scalable, reusable ReactJS components across multiple squads.
- Improved application accessibility (WCAG) and code quality standards, reducing post-release defects and improving handoff between cross-functional teams.

GlobalLogic | Noida, India | Mar 2019 – Dec 2020
Software Engineer

- Migrated legacy ASP.NET components to a reusable React + TypeScript component library for client Allocate, improving maintainability and development speed.
- Led a team of 5 in the tech lead's absence, resolving technical queries before architecture reviews.
- Wrote Cypress integration test suites and followed Agile delivery, managing user stories and defects in VSTS.

Tech Mahindra Ltd | Noida, India | Nov 2016 – Mar 2019
Software Engineer | May 2017 – Mar 2019

- Developed ReactJS/Angular components for AT&T's Site Search and eCare platforms per acceptance criteria; wrote test-driven development cases using Jasmine-Karma.
- Built a JavaScript/Jest-based Selenium automation framework adopted by the QA team, cutting manual testing effort by over 80%.

Associate Software Engineer | Nov 2016 – May 2017

- Completed foundational training across Shell Scripting, SQL/PL-SQL, Java, JEE, and HTML/CSS; built a Canteen Food Ordering System as a capstone project.

AWARDS, RECOGNITION and CERTIFICATIONS

- 2x Quarterly Award winner (2024) and Annual Award (2025), Deutsche Telekom Digital Labs.
- 1st Runner-Up, Hackfest 5.0 (internal innovation hackathon), Deutsche Telekom Digital Labs.
- Trained and Certified by the Great Managers Institute (GMI), Deutsche Telekom Digital Labs.
- Employee of the Month (Sep 2019, improved code quality to 95%) and Gem of the Project (Feb 2020, delivered a complex milestone), GlobalLogic.
- Bravo Award (Q3 2017, zero-escalation delivery) and Pat on the Back Award (Q2 2018, Selenium automation framework), Tech Mahindra.

EDUCATION

B.Tech in Computer Science — Maharishi Markandeshwar University, Ambala, Haryana
2012 – 2016 | CGPA: 8.5/10