

Mayank Saxena

PRODUCT BUILDER / FORWARD DEPLOYED ENGINEERING / TECHNICAL SOLUTIONS

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PROFILE

Operator turned hands-on product builder combining 12+ years in hospitality operations with web, mobile, and AI application development. Builds around frontline workflows, role permissions, and the handoffs between teams. Seeking forward-deployed engineering, solutions engineering, and technical implementation roles that combine customer understanding with software delivery.

TECHNICAL & DELIVERY CAPABILITIES

Applications: TypeScript, JavaScript, React, Next.js, Node.js, REST APIs, responsive interfaces, Capacitor.

Data & cloud: PostgreSQL, Neon, Drizzle, Firebase Auth and Firestore, Cloudflare Workers, D1, R2, Vercel.

AI & integrations: OpenAI and Gemini APIs, transcription, structured extraction, meeting-context Q&A, Stripe, email and push notifications.

Delivery: Workflow discovery, requirements, stakeholder communication, onboarding, incident investigation, browser and workflow verification.

SELECTED SOFTWARE IMPLEMENTATIONS

xTide | Founder & product builder | 2025-present

Built a shared venue operations platform for tip distribution, supplier ordering, and staff scheduling. Connected Next.js and TypeScript interfaces to Firebase identity, venue-scoped data, email and push notifications, and Capacitor mobile shells. Public product simulator available at xtide.io/demo.

IPRA Suite | Enterprise workflow implementation | 2026

Implemented CRM intake, quotation revisions and approval, PDF documents, signed-agreement upload, and client conversion. Server-side validation ties the signed PDF to its quotation snapshot and audit history. Built with Next.js, NestJS, and PostgreSQL for a controlled internal CRM workflow.

Club PhotoHub | Product & full-stack implementation | 2026

Built a private club photo platform with roster and email verification, club-scoped sessions, gallery access, and moderation controls. React frontend with a Cloudflare Worker API, D1 application records, and R2 photo storage. Public demo uses fictional member records.

MinuteTide & MenuTide | Applied AI workflows | 2026

MinuteTide connects recording, transcription, editable minutes, and questions over saved meeting records through server-side OpenAI calls. MenuTide turns notes or photos into structured menu content and printable layouts, with OCR/model parsing and human review before output.

Additional products | 2026

RewardTide: manually configured card wallets and AI rewards guidance. Member Events: public event discovery, registration states, and protected administration. SailTide: sail plans and weather information. Club websites and member experiences for Oakville and Hamilton.

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OPERATIONAL EXPERIENCE & CUSTOMER CONTEXT

My operational background informs how I scope workflows, communicate with stakeholders, and build tools people can use during a busy service.

PROFESSIONAL EXPERIENCE

The Oakville Club | Manager, Food & Beverage and Events | Jul 2025-present

Lead food, beverage, and event operations in a private club environment. Translate staff and management needs into workflow requirements, coordinate stakeholder decisions, and support the rollout of operational changes.

The Hamilton Club | Manager, Food & Beverage and Events | Jul 2024-Jul 2025

Managed member service and event operations, vendor coordination, procurement, and team execution. Worked across service and administrative processes in a private club setting.

The Broadview Hotel | Senior Food & Beverage Manager | Jul 2023-Jul 2024

Led multi-outlet hospitality operations, team management, purchasing, and financial accountability. Coordinated service delivery and new seasonal venue launches.

Maple Leaf Sports & Entertainment | Assistant Manager, Quick Service | Aug 2021-Jul 2023

Managed high-volume arena food-service operations at Scotiabank Arena, including inventory, staffing, and service coordination during peak events.

EARLIER LEADERSHIP EXPERIENCE

Delta Hotels by Marriott | Restaurant Manager | Calgary | 2020-2021

Dining operations and guest-service delivery.

Crisol | Restaurant Operations Manager | Sharjah | 2017-2020

Restaurant operations, team leadership, and coordination of POS, HR, and inventory processes.

Farzi Cafe | Assistant Restaurant Manager | Dubai | 2015-2017

International pre-opening rollout, vendor onboarding, and service procedures.

Taj Hotels | Restaurant & Bar Manager | India | 2013-2015

Luxury hospitality operations and pre-opening support across dining and event facilities.

EDUCATION & CREDENTIALS

Project Management Professional (PMP) | Project Management Institute | 2025-2028

Bachelor of Hospitality and Hotel Management | Institute of Hotel Management Mumbai | 2010-2013

EXPLORE THE WORK

Case studies, public product demos, and implementation details:

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