

AHMED ELBASHIER

AI & Cloud Engineer | Backend Developer | CX & Enterprise Solutions

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SUMMARY

AI & Cloud Engineer with a strong foundation in backend development, enterprise platform implementation, and customer experience solutions. Certified in Azure AI Fundamentals and Azure Developer Associate, with hands-on experience delivering AI-powered projects in healthcare and enterprise settings — from medical image classification to secure data processing. Proven track record in integrating AI into mission-critical environments for telecom, healthcare, and government. Targeting AI roles in healthcare to develop intelligent, secure, and scalable solutions that enhance patient care and operational efficiency.

EXPERIENCE

L2 Support Lead/ Software Implementation Engineer

Vocalcom

📅 06/2023 - Present 📍 Dubai, United Arab Emirates

- Led deployment of omnichannel CCaaS platforms across MEA, integrating AI-driven routing, predictive analytics, and automation.
- Directed large-scale deployments of omnichannel CCaaS platforms across MEA, enabling AI-powered call routing, predictive analytics, and automated workflows.
- Developed and integrated REST APIs and automation scripts, cutting average incident resolution time by 35%.
- Embedded Azure AI services into customer reporting and real-time analytics, enhancing decision-making for enterprise clients.
- Partnered with healthcare and government accounts to customize platforms for compliance and high-volume operations.
- Developed REST APIs and automation scripts, reducing resolution time by 35%.
- Integrated Azure AI services into customer reporting and real-time analytics.

Applications & Software Engineer

Huawei

📅 09/2021 - 06/2023 📍 Khartoum, Sudan

- Delivered IPCC, IVR, and AAA solutions for enterprise telecom clients.
- Engineered and supported IPCC, IVR, and AAA solutions for enterprise telecom and public sector clients, ensuring high availability and security.
- Integrated third-party CRMs and APIs with Huawei VAS and contact center platforms, boosting automation and operational efficiency.
- Delivered backend enhancements in Python and Java for AAA and IVR systems, improving transaction speed and reliability.
- Served as the technical liaison for VIP accounts including MTN Sudan and Zain Sudan, managing escalations and service delivery.
- Integrated APIs and CRMs with Huawei platforms, enhancing automation.
- Developed backend features in Python and Java for AAA and IVR systems.

KEY AI PROJECTS

Phonima Medical Image Classifier for X-ray

📅 2025 📍 Dubai

Built an AI-powered classifier to detect abnormalities in chest X-ray images using PyTorch and transfer learning.

- Optimized model to reach high diagnostic accuracy while maintaining explainability (Grad-CAM visualizations).
- Designed with deployment pipeline for integration into hospital PACS systems.

AWS Glue Data De-identifier

📅 2025 📍 Dubai

Developed an automated ETL pipeline using AWS Glue, Python, and AWS Comprehend Medical to detect and remove PHI (Protected Health Information) from healthcare datasets.

- Ensured HIPAA compliance for downstream AI model training

Healthcare Knowledge Ingestion & Approval System

📅 2025 📍 Dubai

Designed Vercel-based admin dashboard with FastAPI backend to review and approve healthcare documents before AI consumption. Using a knowledge base. (In progress)

AI Chatbot with Text + Voice

📅 2024 📍 Dubai

Built bilingual voice/text interface using C#, Ollama, Vosk ASR, and Azure TTS for natural conversations with patients and support teams.

AI Appointment Scheduler

📅 2024 📍 Dubai

Created scheduling assistant leveraging Azure AI + NLP to recommend optimal appointment times, reducing patient wait times.

TRAINING / COURSES

[Open source software development methods](#)

[Complete Python Bootcamp: Go from zero to hero in Python 3](#)

[IT security : Defense against the digital dark arts](#)

[The bits and bytes and computer networking](#)

EXPERIENCE

Web & API Developer

Company Name

📅 01/2021 - 09/2021 📍 Khartoum, Sudan

- Designed and implemented CRM modules with Angular, React, and ASP.NET APIs, streamlining lead management and client onboarding.
- Integrated payment gateways and messaging APIs, reducing manual processing by 30%.
- Applied OAuth2 authentication and front-end optimization to improve system security and load times by 40%.

Web Developer – College System

ACMST

📅 01/2020 - 01/2021 📍 Khartoum, Sudan

- Led the development of a student lifecycle management system using Angular & Lumen, automating admissions, fee collection, and attendance tracking.
- Implemented JWT-based authentication and role-based access controls to secure sensitive academic data.
- Created interactive dashboards and reporting tools to support academic decision-making.

CERTIFICATION

Azure AI Fundamentals

Microsoft

Azure Fundamentals

Microsoft

Azure Developer Associate

Microsoft

Cybersecurity Certificate

Huawei

PPCC Maintenance Service

Huawei

Dialogflow CX / AI Design Fundamentals

Google

EDUCATION

B.Sc. Information Technology

University of Science and Technology, Sudan

📅 10/2015 - 12/2019

TRAINING / COURSES

Huawei Cybersecurity Certificate for Service Work (CSC)

SKILLS

AI & Data

Azure AI

AWS Comprehend Medical

LLM Integration

NLP

TensorFlow

PyTorch

Dialogflow

Backend

C#

.NET

ASP.NET API

Node.js

Python

PHP (Lumen/Laravel)

Frontend

Angular

React

NextJs

Vue

ASP

Vercel

ShadCN

Databases

SQL

MySQL

Postgres

MongoDB

Cloud & DevOps

Azure

AWS

Huawei Cloud

Docker

Git

Others

API Integration

REST

Security & Compliance

LANGUAGES

Arabic

Native



English

Proficient

