

# Omer Abid

## Software Engineer

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I am a Software Engineer with over 2 years of professional experience in Salesforce development, recently awarded a MSc in Artificial Intelligence with Distinction from Queen's University Belfast. My academic background has provided me with strong expertise in Machine Learning, NLP, Computer Vision, Health AI, Knowledge Engineering and Data Science, supported by hands-on coursework. I also bring complementing skills in Data Analytics & Business Intelligence, and alongside, I am a motivated Web Developer and have worked as a highly rated Freelancer on Fiverr, delivering Python scripts. I have a strong passion for Software Engineering, AI, Data Science, Data Analytics, Business Intelligence, Web Design, and Web Development. I am now eager to apply my software engineering background and AI expertise to AI engineering, Data Science, or Machine Learning-focused roles.

## Professional Experience

### Medhyaf Travel & Tourism | IT Support Worker (Part-Time)

11/2023 – 09/2024

- Engaged as a remote part-time support worker, guided B2B & B2C booking engine website projects using project management practices, provided requirement analysis and QA services, and coordinated with third-party vendors.
- Achieved progress towards public release of these websites which were once dead projects.
- Created UI/UX requirements for features and relayed these to vendor team for development.
- Designed banners in Figma and did minor feature development using HTML, CSS & Bootstrap.

### 10Pearls | Software Engineer (Karachi, Pakistan)

06/2021 – 10/2023

- Developed and deployed numerous feature enhancements and bug fixes, including reCAPTCHA Invisible v2, dynamic input masking, and customized browser back button behaviour for Salesforce Experience sites, Service Cloud, and Salesforce Apps. Utilized Apex, Lightning Web Components, Aura Components, and Salesforce/Conga Flows in Scrum and Agile Kanban environments while working as a Salesforce developer on various projects, ensuring minimal rollbacks.
- Architected and developed a large critical module for an Experience website utilizing LWC and APEX and collaborated with technical leadership to strategize & then successfully release large business modules in a single release using changesets.
- Independently delivered another large changeset based release comprising of numerous pre/post-deployment steps and many changeset elements.
- Developed a best-practice-based Apex Batch Job including complex logic and API call, fulfilling client's requirement, and automating business process to update Salesforce data from integration system.
- Audited client's Community website against WCAG's AA standards, resulting in time estimates.
- Researched and implemented an optimal git branching strategy and version control (Git & GitHub) process for a Salesforce project (SFDX based), finally, designed and delivered a training program on the workflow to client-vendor team.
- Collaborated to implement Salesforce DevOps using Salesforce DevOps Center.
- Collaborated to execute Instance Refresh and analysed ICU Locale update, both being research-intensive.
- Worked diligently and went extra miles to provide support in deployment activities to teammate, client, and vendor team, aiding client to accomplish big release goal and goal timeline.
- Delivered quality documentation, presentations and valuable feedback to clients and internal team.
- Provided technical/business domain knowledge to QA, enhancing value provided to client.
- Conducted company-wide knowledge sessions on Salesforce ICU Locale update & Apex testing.
- Completed training on Power BI to earn an intermediate skill level within organization.

### Achievements:

- Promoted 3 times with superb reviews by management during the entire tenure and nominated once for the Employee of the Month Award (May 2023).
- Worked PM-less for 3 months and was recognized for leadership, adhering to software engineering best practices, demonstrating exceptional communication skills, independence in managing client expectations, and raising risks appropriately.
- Acknowledged for clear and detailed communication on JIRA by client, and recognized for quality work by Architect & PM.

### Hash Analytics - Interns Pakistan | Data Analytics & Front-end Developer Intern

09/2020 – 09/2020

- Completed two online educational internship programs.
- Acquired expertise in data analytics and visualizations using Python libraries such as Pandas, NumPy, and Seaborn, as well as Tableau and Google Analytics.
- Experienced various web technologies: HTML5, CSS3, CSS3 Flex, Responsive Web Design, Bootstrap, JavaScript, JavaScript ES6, jQuery, and PHP through a challenge-based approach.

## Freelance Experience

### Fiverr | Python Scripts

- Successfully executed 9 python script projects corresponding to data extraction from Web & API, and debugging, achieving an outstanding overall profile rating of 5/5.

## Education

**MSc Artificial Intelligence (1-Year) | Queen's University Belfast (Belfast, UK)**

**09/2024 – 10/2025**

**Grades & Achievements:** 72%, Awarded with Distinction.

**Major Coursework:** Machine Learning, Computer Vision, Natural Language Processing, AI For Health, Knowledge Engineering

**Course Projects:** Machine Learning Models For Viral Load & Type Prediction Along With Clustering Analysis | Image Classifiers on Tiny ImageNet Based On Hand-Crafted Features, Linear & Convolutional Neural Networks | Linguistic Analysis, Word2Vec & Fine-Tuned BERT Classifiers, Along With Emotional Content Classification Using Huggingface On GPT-4 Generated Stories Dataset | Classifier To Predict Immune Subtypes From Gene Expression Data | Knowledge Graph Creation For Medical Data (PrimeKG), Rule-Based Knowledge Base Creation With Knowledge Inference (\*\*All projects are done in python)

**Themed Research Project (Dissertation):** "Cross-Platform DNA Methylation Classifier for the Eight Molecular Subtypes of Group 3 & 4 Medulloblastoma", a healthcare-focused machine learning tool aimed at advancing personalized treatment strategies.

**BS Computer Science | Institute of Business Administration Karachi (Karachi, Pakistan)**

**09/2017 – 05/2021**

**Grades & Achievements:** CGPA 3.5/4, 5 out of 8 times Dean's List Award Winner.

**Projects:** FAQ Query System Using Text Analytics (TF-IDF With Cosine Similarity) (Python) | Partial Compiler For A Custom Programming Language (Python) | Queue-Server System Simulation With 3 Servers (Java) | Susceptible, Infectious & Removed - Covid Simulation Model (Python Processing IDE).

**FYP:** Django-based telemedicine web app focusing on enhancing care for children with cerebral palsy by reducing barriers associated with physical therapy centers in Pakistan.

**GCE O & A Level | Beaconhouse School System (Karachi, Pakistan)**

**08/2013 – 06/2017**

**Grades & Achievements:** 2A's & 2B's in A-levels, silver medalist overall, 50% scholarship in AS & 100% scholarship in A2. 2A\*\*s, 4A's & 3B's in O-levels, silver medalist overall, 1st position in Science Exposition 2015.

## Skills

### Technical Skills

**AI:** Machine Learning, Regression, Classification, Clustering (K-Means, Hierarchical - Agglomerative), Decision Trees, Ensemble Tree Models (Bagging, Boosting, Random Forest), SVC, KNN, Neural Networks, Deep learning, Model Selection, Model Generalization (Dropouts, Regularization, Pruning), Model Optimization & Fine-Tuning (Grid Search, Hyperparameter tuning), Model Evaluation (Cross Validation, Nested Cross Validation, Evaluation Metrics, Incorrect Prediction Analysis, Bias-Variance Trade-off, Residuals Error Analysis), Knowledge Engineering, Knowledge Graphs, Ontologies, Graph Reasoning (DFS, BFS), Rule-Based Systems, Computer Vision, Image Processing, Edge-Detection, Convolutional Neural Networks (CNN), Image Augmentation, Natural Language Processing (NLP), Linguistic Analysis, Tokenization (Word/Sentence), POS tagging, Named Entity Recognition (NER), TF-IDF, Word Embeddings (Word2Vec), BERT (Fine-Tuning, Classifier Development), Semantic Analysis, Document Similarity, AI For Health, Classification on Gene Expression & DNA Methylation Data, SeSAmE Based IDAT Methylation Files Processing & QC, Classification Model Building On High Dimension Data, Pandas, NumPy, Scikit-learn (Sklearn), Transformers, Pytorch, Spacy, NLTK, Huggingface, OpenCV, scikit-image, Kanren

**Data Science, Data Analytics & Business Intelligence:** Data Pre-Processing, Feature Engineering, VIF & Multi-Collinearity Analysis, Missing Value Analysis, Missing Value Imputation, Class Imbalance Analysis, Under/Over Sampling Techniques, Dimension Reduction (PCA, PLS, NMF), Data Profiling, Data Cleaning, Data Transformation, Data Wrangling, Data Visualization, Data Analysis, Matplotlib, Seaborn

Statistical Analysis (Python | SPSS), SciPy, Exploratory Data Analysis, Google Data Studio, Tableau, Power BI (M Language & Advanced Editor, Data Modelling (Relationships, DAX, Tables & Schemas), Data Visualization (Interactions, Filters, Bookmarks, Visuals, Reports, Dashboards), Row Level Security), General Data Modelling, Data Visualization For Business Insights, Reports/Dashboards For Business

**Salesforce:** Community/Experience Sites, Service Cloud, Omni Channel, Apps, Administration, Security Model, Record Types, Page Layouts, Validation Rules, Custom Metadata Types, Custom Objects, Automation, Flows, Process Builders, Workflow Rules, Conga Flows, SFDX Git Version Control, Git Branching Strategy for Salesforce, Changeset Deployment, DevOps Center, Apex, Apex Testing, Batch Apex, Triggers, SOSL, SOQL, LWC, Aura

**Web Development & Web Design:** Django, Basic Django Rest Framework (DRF), HTML, CSS, CSS Flexbox & Grid, Bootstrap, JavaScript, React, WordPress (Elementor, Custom Post Types & Fields), Front-end Development, Responsive Web Design, Figma

**Programming Languages:** Python, Apex, Java, JavaScript, **Database Query Language:** SQL

**Version Control and Collaboration Tools:** Git, GitHub

**Other Skills:** Software Engineering, Enterprise Software Development, Requirements Analysis, Object Orientated Programming (OOP), Debugging, Unit Testing, Relational Databases (SQLite), Agile Methodology (Scrum, Kanban), Jira, Technical & Formal Documentation, WCAG Compliance Basics, Web Scraping, BeautifulSoup

### Soft & Language Skills

Leadership, Adaptability, Self Organization, Employee Training, Research Skills, Independence, Presentation Skills, Minor Project Management, Communication, Teamwork, Attention to Detail, Analytical Skills, Problem Solving, Ownership

**English:** Professional working proficiency (IELTS Academic: 7.5 bands, C1 Level)

**Urdu:** Native

**Punjabi:** Limited

## Courses

**University of Michigan (Coursera)**

**IBM (edX)**

**ETH Zürich (edX)**

**DigiSkills.pk**

Programming for Everybody 5-Course Specialization (Python)

Computer Vision Fundamentals with Watson and OpenCV

Agile Software Development

Training Certificate In WordPress