



Omid Davoudi

Software Engineer AI Engineer

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Summary

With 12 years of experience in technical support and field service, I am now transitioning into software development. Proficient in Python, SQL, SQLite, and GitHub, I bring strong technical problem-solving skills and a passion for building scalable, efficient solutions. I am seeking a software engineering role where I can contribute to impactful projects and continue growing as a developer.

Technical Skills

Python, RESTful API's, OOP, unit testing, Github, SQLite, Flask, SQLAlchemy, JWT Authentication (e.g. with jose), Password Hashing (Passlib), FastAPI (for RESTful API development), SQLAlchemy (ORM & Core), Pydantic (Data validation), Postman (API testing), CRUD Operations, Generative AI (basic understanding), prompt engineering (basic understanding), LangChain/RAG (basic understanding), NLP (basic understanding), HTML, CSS, JavaScript

Soft Skills

Problem-solving, Teamwork, Analytical Thinking, Attention to Detail

Experience

NCR Jan 2022 - Dec 2024
Customer Service Engineer Hannover, Germany

- Installed and upgraded ATM software, ensuring secure and efficient system performance across multiple client sites.
- Diagnosed and repaired hardware and network issues, reducing ATM downtime by up to 40%.
- Developed and implemented preventive maintenance procedures, increasing system reliability and reducing emergency service calls.

Tosan Techno Aug 2011 - May 2021
Technical Support Engineer Tehran, Iran

- Diagnosed and resolved complex electro-mechanical issues on-site and remotely, reducing downtime and boosting customer satisfaction.
- Led technical training for clients and internal teams over 2 years, improving product adoption and reducing support load.
- Piloted B2B solution rollouts and conducted system installs, upgrades, and functional testing to ensure high system reliability.

Education

Masterschool Feb 2025 - Sep 2025
Software Engineering Training Program

- Acquired hands-on experience through an immersive program, developing full-stack applications using Python, Flask, Ssqlalchemy, ORM, Sqlite, JavaScript, CSS, HTML and SQL.
- Applied software engineering principles such as object-oriented programming (OOP), test-driven development (TDD), and version control (Git, GitHub) in real-world projects.
- Built and deployed scalable applications using RESTful APIs, cloud services, and CI/CD pipelines, improving system performance and maintainability.

University of Qazvin QIAU Oct 2018 - Oct 2022
B.S.c in Electronic Engineering Qazvin , Iran

Projects

AI Powered Document Assistant
<https://github.com/Omid444/AI-Powered-Documant-Management-and-Assistant>

Languages

Persian (Native), English (Full professional proficiency), German (B1)