PROSPER ALABI

SOFTWARE DEVELOPER – AI & Automation

PHONE	EMAIL	PORTFOLIO	LINKEDIN
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PROFESSIONAL SUMMARY

Product-focused Software Engineer with a strong background in AI-driven internal tools, automation, and platform engineering. Recognized for delivering scalable solutions that improve operational efficiency, reduce manual workload, and unlock business value across support, government, and enterprise environments. Experienced in translating ambiguous business problems into reliable, explainable systems through close collaboration with product, operations, and frontline teams.

CORE COMPETENCIES

- ✓ Product Enablement
- ✓ AI-Driven Workflow Automation
- ✓ Tools & Platform Development
- ✓ Cross-Functional Collaboration
- ✓ Technical Product Strategy
- ✓ Process Optimization
- ✓ Stakeholder Communication
- ✓ Data-Informed Decision Making
- ✓ System Reliability & Scalability

TECHNICAL COMPETENCIES

Python, C#, Java, Kotlin, SQL	Conversational AI Agents (LLMs, ChatGPT, internal copilots)	Enterprise AI adoption, monitoring, and lifecycle management
Machine Learning (Supervised, Deep Learning, RL)	Azure AI services & governed cloud environments	Testing & QA (Cypress, Selenium, PyTest, Junit
AWS (SageMaker, Glue, S3, IAM, Bedrock, Lambda, ECS, EKS)	Power Platform concepts (Power Automate, workflow orchestration)	Role-Based Access Control (RBAC) and secure data handling

TESTIMONIAL

What truly set Prosper apart was his proactive approach and ability to contribute beyond his core responsibilities. He actively participated in team meetings, contributing innovative ideas that improved workflows and streamlined operations. His clear and effective communication skills ensured alignment across teams and helped resolve technical challenges swiftly.

His proactive mindset extended to problem-solving and collaboration, where he frequently anticipated potential roadblocks and proposed actionable solutions. Prosper's ability to think strategically while executing tactically made him a trusted resource within the team.

Ali Umar, Senior Software Engineer (MCCSS)

EDUCATION/PROFESSIONAL DEVELOPMENT

Software Engineering, Major in Artificial Intelligence – Bachelors
December 2025
High Honours with Specialization in Machine Learning, AI and Automation with Co-operative Option

Mechanical Engineering Technology Design – Advanced Diploma   June 2018
Specialization in Design, Machining and Assembly

PROSPER ALABI

PROFESSIONAL EXPERIENCE

SHOPIFY, Toronto ON   February 2025 — December 2025

Shopify is an all-in-one eCommerce platform that allows individuals and businesses to create and manage online stores without needing technical expertise

Developer Specialist, AI/Internal Tools - Contract

Challenge	Support agents relied on fragmented documentation and manual processes, leading to long resolution times and inconsistent customer experiences.
Solution	Designed and delivered AI-powered internal support agents similar to Copilot-style conversational systems, integrating structured and unstructured knowledge sources (internal documentation, transcripts, and knowledge bases) into a single governed conversational interface.. Collaborated closely with support leadership and frontline agents to refine prompts, define safeguards, and ensure responsible AI usage.
Result	• Reduced average handle time by ~30 minutes per ticket. • Improved ticket resolution efficiency by ~75%. • Rolled out company-wide to 5,000+ internal users. • Increased positive feedback and sentiment ratings by ~50%.

Additional Contributions:

- Delivered version 2.0 with sentiment-aware responses, tone control, and proactive next-step guidance.
- Documented best practices and operational guardrails for safe AI adoption.
- Designed AI workflows analogous to Teams/SharePoint Copilot use cases, focused on knowledge retrieval, summarization, and agent-assisted decision support.
- Acted as a bridge between product, support operations, and engineering.
- Sole supported both agents, from re-training, drift checks, log monitoring, etc.
- Collaborated with different managers across the platform, building specific agents for them to solve specific Niche issues they were facing.
- Actively involved in different Internal teams for different projects.

ONTARIO PUBLIC SERVICE - MCCSS, Toronto, ON. - Contract   January 2024 – December 2024

The MCCSS OPS (Ministry of Children, Community and Social Services) is responsible for delivering services to children, youth, and families in Ontario. It oversees child protection services, supports special needs children, and collaborates with Indigenous communities to promote healthy development.

Junior Programmer Analyst / DevOps / QA

LLM Ticket Triaging App (Hackathon – 2nd Place)

Challenge	Manual ticket triaging caused delays and growing backlogs across internal support teams.
Solution	Built an LLM-powered application that reads, classifies, and routes tickets automatically based on content and intent.
Result	• Improved triaging efficiency by ~200% and significantly reduced backlog and manual effort.

PROFESSIONAL EXPERIENCE (continued)

Baby Search API — Backend Platform Enhancement

Challenge	Case workers could not directly search baby records without parent information, blocking a long-standing operational requirement.
Solution	Designed and implemented the Baby Search API, enabling direct baby record searches through optimized SQL queries and secure REST endpoints.
Result	• Unblocked a major backlog item • Scaled across the IHC platform • Integrated into core search workflows used by frontline staff

DevOps, CI/CD, Automation & Quality Engineering

- Owned CI/CD pipelines across QA, test, staging, training, and production environments.
- Built and deployed AI-enabled and API-based solutions within a highly regulated, compliance-driven government environment.
- Designed and orchestrated multi-step automated workflows analogous to Power Automate-style process automation.
- Implemented secure access patterns aligned with role-based access control (RBAC) and least-privilege principles.
- Ensured adherence to data protection, privacy, and audit requirements in all system designs.
- Automated builds, testing, code analysis, artifact versioning, and deployments using Jenkins and Azure DevOps.
- Supported platform migration to Azure pipelines with improved reliability and rollback processes.
- Built and maintained automated regression test suites, reducing manual QA effort.

Testing & QA (Selenium, Cypress)

- Performed manual and automated **regression testing** and **black box testing** on critical ministry applications.
- Built and maintained automated test suites using **Selenium** and **Cypress**, improving test coverage and reducing manual test effort.
- Participated in defect triage, test planning, and knowledge transfer, including onboarding and mentoring new interns on testing and development workflows.

Certifications

- AWS Machine Learning Associate – MLS CLA 001

Projects

- **Student Success Prediction App** - Neural Networks, FastAPI, Streamlit
- Toronto KSI Accident Severity Model – Random Forest, XGBoost, SHAP, Flask, Streamlit
- Voice Journaling App - AWS, DynamoDB, S3, Transcribe, RAG Pipeline
- Algorithmic Trading & Smart Watchlist System – Python, TA-Lib, APIs
- ABC Face ID – Face Matching API – FastAPI, OpenCV, Deep Features
- Lunar Lander Reinforcement Learning Agent – Gymnasium/OpenAI Gym, DQN-style RL
- LSTM-Based Python Code Generator – Sequence Modelling, Keras/TensorFlow