

Waleed Ahmed

AI Solutions Engineer

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RELEVANT EXPERIENCE

Founder — ZoidAI — Sep 2025 - Present

- Architected and shipped production multi-tenant AI voice agent SaaS platform from scratch using Next.js, TypeScript, PostgreSQL, and third-party LLM APIs (GPT-4o, Claude, Gemini), serving dental clinics with **24/7** automated patient communication
- Built custom RAG knowledge base pipeline with LangChain text splitters and pgvector embeddings, enabling agents to retrieve clinic-specific information with semantic search across **100+** document chunks per tenant
- Designed dual-channel AI system synchronizing knowledge bases to both VAPI voice API for phone calls and pgvector for text chat, processing real-time webhook events and WebSocket connections for live call handling
- Implemented Stripe subscription infrastructure with webhook handlers for payment lifecycle events, credit-based usage tracking, and customer billing portal, managing pay-as-you-go pricing model
- Developed comprehensive admin dashboards with call analytics, cost monitoring, and tenant management using React components, demonstrating usage patterns and ROI to non-technical clinic owners

AI Consultant — Zoid Consulting — May 2024 - Present

- Consulted with **8+** small business owners to identify operational pain points and designed custom AI automation solutions, translating technical capabilities into business value for non-technical stakeholders
- Built and deployed production AI voice agents using VAPI, Bland AI, and Twilio with domain-specific RAG knowledge bases, iterating rapidly based on client feedback to improve call handling accuracy by **30-40%**
- Integrated AI solutions with existing systems (scheduling software, CRMs, phone infrastructure) through REST APIs and webhooks, ensuring seamless adoption without workflow disruption
- Experimented with prompt engineering and model selection (GPT-4, Claude, Gemini) to optimize response quality and cost efficiency, reducing per-interaction costs by **25%**

Software Engineering Intern — Iki Design Studio — Jan 2024 - Apr 2024

- Developed financial modeling web application using Python Flask for RESTful APIs and React for interactive dashboards, enabling real-time scenario analysis with Chart.js visualizations
- Integrated AWS S3 for document storage with secure presigned URLs and implemented data processing pipelines to transform financial datasets into actionable insights
- Built responsive UI components with modern JavaScript frameworks, collaborating with cross-functional team in agile workflows to iterate on prototypes and deploy production features

PROFESSIONAL SUMMARY

AI engineer with production experience building and deploying GenAI applications. Shipped multi-tenant AI voice agent SaaS platform using LLMs, RAG systems, and real-time APIs. Proven ability to translate AI capabilities into business value through direct work with non-technical stakeholders. Comfortable in ambiguity with a scrappy, experiment-driven approach. Strong fundamentals in Python, TypeScript, cloud infrastructure, and modern AI tooling.

SKILLS

AI & LLM Technologies

OpenAI GPT-4, Anthropic Claude, Google Gemini, RAG Systems, LangChain, VAPI Voice AI, Prompt Engineering, Vector Databases (pgvector), Embeddings, Fine-tuning

Programming & Frameworks

Python, TypeScript, JavaScript, React, Next.js, Node.js, Flask, REST APIs, WebSockets, Git, JSON, SQL

Cloud & Infrastructure

Vercel, Supabase, AWS S3, PostgreSQL, Serverless Functions, Edge Computing, CI/CD Pipelines, Docker

Workflow Automation

n8n, Zapier, API Integration, Webhook Handlers, Event-Driven Architecture, Low-Code/No-Code Platforms

Data & Analytics

pandas, NumPy, Data Pipelines, ETL Processes, Tableau, Data Visualization, Statistical Analysis

Development Tools

VS Code, GitHub, Vitest, Postman, Jupyter Notebooks, Terminal/Bash

EDUCATION

Bachelor of Computer Engineering —
Toronto Metropolitan University — May 2026

Diploma of Data Science —*Lighthouse Labs — Oct 2023*