

Waleed Ahmed

AI Agent Engineer

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RELEVANT EXPERIENCE

Co-Founder & CTO — *ZoidAI* — September 2025 - Present

- Architected and shipped a multi-tenant AI voice agent SaaS platform serving dental clinics, building the complete stack from database schema through production deployment using **Next.js**, **TypeScript**, **PostgreSQL**, and **VAPI** for real-time phone call handling
- Designed and implemented a dual-channel RAG knowledge base system that syncs structured documents to both VAPI's voice infrastructure and a custom **pgvector** embedding store, enabling context-aware responses across **phone calls** and **text chat** interactions
- Built production-grade multi-tenancy with **Row-Level Security** policies enforcing complete data isolation between organizations, supporting configurable agent personalities with **20+ voice options**, custom system prompts, and **GPT-4o/Claude** model selection per tenant
- Implemented end-to-end billing infrastructure integrating **Stripe** webhooks for subscription lifecycle management, pay-as-you-go credit tracking, and usage analytics dashboards monitoring **call volumes**, **token consumption**, and **cost attribution** per clinic
- Developed document ingestion pipeline using **LangChain** text splitters for intelligent chunking, embedding generation, and vector storage, enabling semantic search across clinic-specific knowledge bases for accurate agent responses

Founder & AI Consultant — *Zoid Consulting* — May 2024 - Present

- Founded and operated an AI consulting practice partnering directly with small business owners across healthcare and professional services to identify operational pain points and design custom AI agent solutions tailored to their workflows
- Led complete customer lifecycle from cold outreach and technical discovery through solution design, implementation, and deployment, managing expectations and iterating based on real-world feedback in production environments
- Built and deployed production AI voice agents using **VAPI**, **Bland AI**, and **Twilio** integrated with client systems including scheduling software, CRMs, and phone infrastructure, handling appointment booking, customer inquiries, and workflow automation
- Designed custom RAG knowledge bases for each client's domain expertise, implementing **prompt engineering** strategies and **context retrieval** systems that improved response accuracy and reduced hallucinations in customer-facing interactions

TECHNICAL PROJECTS

Agent Memory & Context System — **Python**, **FastAPI**, **PostgreSQL**, **pgvector** —

- Built a conversation memory system that maintains context across multi-turn agent interactions, storing structured conversation history in **PostgreSQL** and using **pgvector** for semantic retrieval of relevant past exchanges
- Implemented context windowing logic that selectively includes **previous messages**, **user preferences**, and **relevant knowledge** in agent prompts, balancing context quality with token budget constraints to optimize response accuracy
- Designed a **FastAPI** service exposing RESTful endpoints for storing conversations, retrieving context, and querying user history, enabling stateful agent experiences across sessions and channels (web chat, phone, SMS)
- Created entity extraction and tracking to remember customer details (**names**, **preferences**, **past issues**) across conversations, improving personalization and reducing repeated questions in customer support scenarios

PROFESSIONAL SUMMARY

Software engineer graduating May 2026 with production experience building and deploying AI agent systems. Founded and scaled ZoidAI, a multi-tenant voice agent SaaS platform serving businesses with real-time phone call handling and RAG-powered knowledge bases. Direct experience partnering with customers to understand workflows, design agent solutions, and iterate in production. Strong full-stack foundation with TypeScript, React, Python, and PostgreSQL combined with hands-on expertise in LLM systems, prompt engineering, and agent architectures.

SKILLS

AI & Agent Development

LLM Integration (GPT-4o, Claude, Gemini), RAG Pipelines, Prompt Engineering, Agent Orchestration, Voice AI (VAPI, Bland AI, Twilio), Evaluation Frameworks, LangChain, LangSmith

Backend & Infrastructure

TypeScript, Python, Node.js, FastAPI, Next.js API Routes, RESTful APIs, WebSockets, Serverless Functions, Webhooks

Databases & Data

PostgreSQL, Supabase, pgvector, Row-Level Security, SQL Query Optimization, Redis, Vector Embeddings, Database Schema Design

Frontend & Full-Stack

React, Next.js 14 (App Router), TypeScript, Tailwind CSS, shadcn/ui, Real-time UI Updates, Responsive Design

Cloud & Integrations

Stripe (Payments & Webhooks), Supabase Auth, AWS S3, Vercel Edge Functions, Multi-tenant SaaS Architecture

EDUCATION

Bachelor of Computer Engineering — *Toronto Metropolitan University* — May 2026

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