

# AMINE HACHEMI

## SOFTWARE ENGINEER

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### SUMMARY

Software Engineer focused on scalable backend systems and secure enterprise platforms. I design microservices, APIs, and multi-tenant architectures that support AI driven customer service automation. Skilled in vector based retrieval, RAG workflows, and AI agents. I build reliable, compliant systems that integrate with major messaging channels and turn AI innovation into real business impact.

### PROFESSIONAL EXPERIENCE

#### Software Engineer at Intelswift

March 2023 - Present

- Lead AI integrations and the full customer communication ecosystem.
- Architect and deliver multi channel AI powered communication systems.
- Guide cross functional teams of engineers, designers, and product managers.
- Integrate customer knowledge into secure vector databases.
- Build and maintain AI agents that interact with APIs and automate support tasks.
- Built advanced AI features including RAG and tool using agents.
- Developed modular social media integrations for WhatsApp, Telegram, Messenger, Instagram, and Viber.
- Designed secure, scalable APIs with strong validation and role based access control.
- Architected multi tenant infrastructure with strict data isolation.
- Built microservices to improve reliability and long term maintainability.

### PROJECTS

- A customer support helper that uses real product information to guide shoppers and answer questions clearly
- A friendly chat experience that makes online shopping feel easier and more personal
- An appointment booking demo that lets users schedule meetings through a simple chat connected to Google Calendar
- An AI backend that can handle helpful tasks like web searches, checking product or stock info, creating images, sending emails, and arranging meetings
- Designed to work alongside a simple front end such as a website or app that communicates with the backend system

### EDUCATION

- Bachelor degree in Law with a focus on international law
- Certified courses from Zero to Mastery
- Certified courses from Scrimba
- Certified courses from freeCodeCamp

### ADDITIONAL INFORMATION

- **Skills:** Backend development, APIs, Databases, LangChain, Python, AI agents, JavaScript, React
- **Awards/Activities:** First prize on Intelswift Hackathon