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Solutions Consultant | Toronto, ON, Canada

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Authorized to work in Canada for any employer, Open to relocate

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Summary: Client-facing Solutions Consultant with 5+ years of experience delivering enterprise software solutions across AI, and ERP/CRM platforms. Skilled in translating complex workflows into actionable business outcomes, conducting discovery calls, delivering demos, and driving adoption for technical and non-technical stakeholders. Proven success optimizing processes, integrating modular solutions, and bridging engineering and business needs to deliver measurable impact.

SKILLS

- Enterprise SaaS & ERP/CRM solutions (Odoo, Salesforce, modular architectures)
- Technical Project Management in Agile and Scrum environments
- Sales Consulting and Value Propositions
- Customer discovery & requirement gathering
- Pilot deployments and client onboarding
- Translating technical concepts into business outcomes
- Data Analytics with PowerBI
- Programming Languages: Python, Javascript, SQL, MongoDB
- AI and Machine Learning: NLP techniques, LLM Fine-Tuning, RAG, Langchain

EXPERIENCE

Deel Canada (Global Climate Changer)
Toronto, ON, Canada

Technical Lead - Customer Success
Dec 2024 – Present

- Acted as the client-facing technical expert during pilot deployments, gathering feedback to optimize workflows and align product capabilities with real-world business needs.
- Contributed to an agentic AI module to automatically and reliably decompose commercial products into raw materials and match (using RAG and vector stores) to relevant carbon dioxide emission factors.

Solutions Engineer
Mar 2023 – Nov 2024

- Mentored and guided internal teams on solution implementation best practices, ensuring scalable deployment of technical modules aligned with client requirements in agile sprints.
- Introduced **LLM-based pipeline** to automatically generate economic codes based on client production factors for carbon auditing **improving platform onboarding time for new business users by 80% in typical cases.**

Queen's University
Kingston, ON, Canada

AI Research Assistant
Sept 2023 – Aug 2024

- Utilized model alignment and natural language processing (NLP) techniques to assess nationality bias and privacy leakage in open-source LLMs creating a benchmark to guide integration decisions in AI-based software systems.

Odoo
Dubai, United Arab Emirates

Solutions Consultant
Apr 2021 – Sept 2022

- Worked directly with enterprise clients to design and tailor Odoo's modular ERP/CRM solutions—covering Inventory, Manufacturing, Sales, Accounting, HR, and eCommerce—ensuring seamless implementation and alignment with business processes.
- Collaborated with sales teams to create tailored proposals and provide technical expertise, addressing client concerns and demonstrating Odoo's scalability and value.
- Led technical discovery calls and delivered product demos to non-technical stakeholders, explaining complex workflows in a clear, accessible way and driving adoption of Odoo's modular architecture.
- Implemented custom automation rules using Odoo Studio to reduce manual tasks: automated invoice validation, purchase order approval, and expense workflows to bring client story to fruition.
- Architected integrated workflows combining Odoo's Inventory and Manufacturing modules: set up reordering rules, multi-warehouse routing, and automated purchase triggers to optimize stock levels.
- Provided ongoing technical support and training to clients, including admins and end users, to ensure smooth adoption, data integrity, and scalable usage.

APCO Worldwide
Dubai, United Arab Emirates

- Performed Topic Modelling and Named Entity Recognition with contextual embeddings on 50k+ tweets mined **(word2vec, LDA, BERT, GPT).**
- Created a bot automating client social perception report generation based on clients' social media and KPIs. **Costs reduced from 2 days manual work to 5 minutes automated** (Tools: Python, Selenium, Snowflake).
- Built data analytics and visualization applications from the ground up based on NLP data for numerous big pharma clients allowing for custom drill-down analysis of insights (Tools: **React, Django, PostgreSQL, Docker, PowerBI, AWS**).

Delivery Hero (Talabat)   Dubai, United Arab Emirates
Software Engineering Intern   *May 2019 - Sept 2019*

- Developed a dashboard app using React.js, Redux & Auth0 to report the results of automated data-integrity checks.

Education

Queen's University   Kingston, ON, Canada
Master of Science, Computer Science. GPA: 4.0. Awarded NSERC CREATE scholarship   *Sept 2023 - Aug 2024*

American University of Sharjah (AUS)   Sharjah, United Arab Emirates
Bachelor of Science, Computer Science. CGPA: 3.77 Magna Cum Laude Honors. Chancellor's List Scholarship   *Aug 2016 – May 2020*