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

**Website:** <https://muhammedyusuf678.github.io>

**Summary:** Client-facing Solutions Engineer with 5+ years of experience delivering enterprise software solutions across ERP/CRM platforms and AI. 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

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- 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

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### Deel Canada (Global Climate Changer)

Toronto, ON, Canada

Dec 2024 – Present

#### Technical Lead

- 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.

#### Software 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

Sept 2023 – Aug 2024

#### AI Research Assistant

- 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

Apr 2021 – Sept 2022

#### Technical Solutions Consultant

- 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***Software & ML Engineer*

Dubai, United Arab Emirates

May 2020 – Apr 2021

- 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)***Software Engineering Intern*

Dubai, United Arab Emirates

May 2019 - Sept 2019

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

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**EDUCATION****Queen's University****Master of Science**, Computer Science. GPA: 4.0. Awarded NSERC CREATE scholarship

Kingston, ON, Canada

Sept 2023 - Aug 2024

**American University of Sharjah (AUS)****Bachelor of Science**, Computer Science. CGPA: 3.77 Magna Cum Laude Honors. Chancellor's List Scholarship

Sharjah, United Arab Emirates

Aug 2016 – May 2020