

# UMAR SAEED CHEEMA

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## EXPERIENCE

### Software Engineer

[Snoonu](#)

January 2025 - Present

Doha, Qatar

- Backend Engineer at Qatar's leading Q-commerce and delivery platform, leveraging **.NET** to drive AI-powered operational excellence and scalable logistics infrastructure nationwide.
- Architected and implemented the **Driver Performance Service** to track delivery KPIs and automate incentive logic, improving operational efficiency by **50%** through event-driven architecture.
- Built a telemetry pipeline using **TrueMetrics AI** to analyze driver parking and movement data, cutting average delivery times by **10%**.
- Developed an **AI-powered text-to-speech system** to automate IVR audio generation, cutting manual recording time and operator involvement by **30%**.
- Refactored the monolithic **Inventory Management System** into microservices, improving reliability and enabling real-time stock synchronization and catalog updates across services.

### FullStack Software Engineer I

*DGlobal*

June 2023 - October 2024

Remote, Singapore

- Built internal tools for digital banking startup using **React.js** and **NestJS**, improving operational efficiency, system security, and user experience across core services.
- Improved platform reliability by **reducing failed requests by 35%** under high load through a **Retry Service** with exponential backoff.
- Enhanced operational efficiency by implementing **GitHub Actions** with semantic release to automate versioning and changelogs, reducing manual intervention by **50%**.
- Collaborated with the product team to create high-fidelity designs in **Figma** and translated them into UIs using **Ant Design**, improving overall user experience.

### Software Engineer

[Open Data Pakistan](#)

June 2022 - May 2023

Lahore, Pakistan

- Expanded the HEC-funded Open Data Pakistan platform to support 1,000 datasets (**5x** growth), providing critical resources for 100+ researchers nationwide.
- Developed automated **data ingestion and ETL pipelines**, reducing manual data entry efforts by **60%** and enabling daily dataset refresh cycles.

## PROJECTS

### ResolveAI

[Github](#) — [Website](#)

- Built a Retrieval-Augmented Generation (**RAG**) based chatbot for customer service using **FastAPI**, **LangChain**, and **Streamlit**, enabling users to query documents and general information. Containerized with **Docker** and deployed on **AWS EC2** via a CI/CD pipeline, autonomously resolving **70%** of user queries.

### Interview Deck

[Github](#)

- Built an interactive AI-driven interview preparation platform with **Next.js** and **LLaMA3-8B**, generating adaptive flashcards to personalize learning and reduce user prep time by **25%**.

### Fresho

[Github](#) — [Website](#)

- Built a B2B dairy e-commerce platform with **Next.js** and Firebase, featuring an admin portal for dynamic content management and driving a **20%** sales increase.

## TECHNICAL SKILLS

**Frameworks & Libraries:** .NET 8, EF Core, React.js, NestJS, Next.js, GraphQL, Langchain, RabbitMQ, FastAPI

**Databases:** PostgreSQL, MongoDB, Firestore, DynamoDB

**Cloud & DevOps Tools:** AWS (Lambda, DynamoDB, EventBridge, EC2, ECS, S3), Vercel, Docker, Firebase

## EDUCATION

### Lahore University of Management Sciences (LUMS)

Aug 2019 – May 2023

*Bachelor of Science in Computer Science*

Lahore, Pakistan

**Coursework:** Data Structures, Algorithms, Computer Vision, Data Mining, Data Science, Artificial Intelligence