



MAJD HAMADEH

Software Engineering Manager · AI Engineering & Solution Architecture

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PROFESSIONAL SUMMARY

Software engineer and engineering manager with over five years of experience across AI systems, full-stack development, and process automation. Specialises in building production AI pipelines for computer vision, LLM agents, voice synthesis, and transcription, with a focus on small and local models that deliver frontier-level quality on targeted workflows at a fraction of the cost. Comfortable owning projects from solution architecture and client requirements through deployment, and has led small engineering teams across multiple concurrent projects. Live projects and portfolio available at majd.hamadeh.ai.

EXPERIENCE

Software Engineering Manager — AI Engineering

July 2025 – Present

Zainlee Technologies LLC | *Dubai, United Arab Emirates*

- Lead solution architect for Convix AI, a fully autonomous AI call-centre platform that integrates with existing PBX systems and lets UAE call centres place agentic calls from local UAE numbers.
- Designed a licence-plate recognition and traffic-control system for Dubai Mall parking, optimising entry and exit routing to cut peak-hour transit by up to 40 minutes.
- Architected Medzoro AI, a medical-marketing compliance copilot that screens advertising against DHA, Abu Dhabi DOH, and Oman Ministry of Health guidelines.
- Built an AI attendance system that runs directly on existing office CCTV feeds, engineered to operate on a lightweight VPS or on-premise CPU to keep deployment costs low.
- Manage relationships with key clients including Emaar, Union Insurance, Tinkermoon Polyclinic, and Dr. Augusto Valente, and represent Zainlee as official spokesperson at industry events.

AI Engineer

March 2025 – July 2025

Zainlee Technologies LLC | *Dubai, United Arab Emirates*

- Ran 13 development pipelines in parallel across multiple client projects.
- Lead developer on Convix AI, the AI Office Attendance System, and the PPE, theft-detection, and lost-and-found surveillance systems.
- Extended the internal Zainlee CRM with integrated payment gateways, email invoicing, a ticketing system, a task scheduler, and client business-profile management.
- Extended the internal Zainlee HR system with AI screening calls, automated offer-letter and contract generation, AI office attendance, and a team calendar with leave calculation.

Senior Full-Stack Developer — Automation, Data, and AI

January 2024 – March 2025

Ecosave Gas & Power LLC | *Dubai, UAE / Manchester, UK*

- Built and deployed an automated document-handling system in Selenium, raising processing throughput and freeing staff from repetitive manual work.
- Developed a live phone-verification tool in JavaScript and Selenium to confirm line activity and match numbers to contact names, reaching 83% accuracy across a dataset of 1,022,968 records.
- Engineered a GDPR-compliant data-extraction system that pulled roughly one million public records per week from Google and Facebook.
- Sourced legal public company data through the UK Companies House API.
- Engineered an autonomous call-centre AI agent combining LLMs, voice synthesis, and transcription, with strict adherence to defined training parameters.
- Guided a team of four junior developers across Python and PHP projects, keeping delivery on schedule.

Full-Stack Software Developer — Digitalisation & CI/CD

November 2021 – January 2024

EFS Facilities Management Services LLC | *Dubai Production City, UAE*

- Improved the performance of FMPro, the EFS facilities-management CRM, by optimising MySQL and Oracle JDE queries and integrating CI/CD pipelines.
- Digitalised manual and paper-based workflows, including permit-to-work generation and authorisation, work-order management, predictive and reactive maintenance scheduling, and an effort-estimation calculator.
- Migrated the application database from Oracle JDE to MySQL.
- Automated build and release pipelines in Azure DevOps using PowerShell and Bash, significantly reducing deployment time.

IT Engineer

November 2020 – October 2021

EFS Facilities Management Services LLC | *Dubai, United Arab Emirates*

- Provided technical support and maintained IT infrastructure, translating complex technical concepts for non-technical staff and prioritising fast, practical fixes.
- Delivered the full development lifecycle for HR CV-collection automation and ICA government-process application automation, freeing roughly 40% of HR capacity for higher-value work.

Marketing Representative

September 2019 – December 2020

Middlesex University Dubai | *Dubai, United Arab Emirates*

- Led campus tours for prospective and incoming students and supported several university marketing campaigns.
- Managed events during the annual Youthfest (Bowling and Gym Day, 2019–2020) and ran the Palestinian pavilion on International Day.

EDUCATION

B.Eng, Computer Systems Engineering & Informatics

2021

Middlesex University | *Dubai, UAE*

First Class Honours (Distinction) · GPA 4.0

Relevant coursework: Operating Systems, Embedded Systems, Real-Time Systems, Web Development, Programming, Project Management.

High School Diploma

2017

Dubai National School | *Dubai, UAE*

GPA 3.8 · Electives: Physics, Chemistry, Biology, Robotics.

CERTIFICATIONS

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| • Dell EMC Academic Associate — Cloud Infrastructure & Services v3.0 | 2020 |
| • Dell EMC Academic Associate — Information Storage & Management | 2020 |
| • Cisco CCNA Routing & Switching — Introduction to Networks | 2020 |
| • Cisco CCNA Routing & Switching — Routing & Switching Essentials | 2020 |

TECHNICAL SKILLS

AI & Machine Learning: LLM integration, computer vision, NLP & transcription, voice synthesis, prompt engineering, context engineering, graph engineering, browser-use & computer-use AI agents

Programming Languages: Python, C#, C++, Objective-C, JavaScript, TypeScript, PHP, HTML, CSS, SCSS

Frameworks & Libraries: Node.js, React.js, React Native, Bootstrap, Selenium, Crawl4AI

Databases & Data: MySQL, MongoDB, SQLite, Oracle JDE, database engineering, data extraction & scraping

DevOps & Infrastructure: Docker, Git, Linux, CI/CD, Azure DevOps, VPS / VDS setup, object storage, server & web deployment, domain & custom email hosting

Automation & Platforms: Process automation, Microsoft PowerApps, Microsoft 365

Professional: Solution architecture, team management, client liaison, technical spokesperson