

AHMAD NASSAR

AI Engineer | LLM & Voice AI Engineer | Full-Stack Developer

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Open to remote roles worldwide | Willing to relocate

PROFESSIONAL SUMMARY

AI Engineer driven by one mission: building AI that truly understands the Arabic-speaking world. Built Sawt (sawtai.app) solo, from idea to live product, where AI agents answer calls and chats in four Arabic dialects, English and French. Happiest on the hard problems (real-time voice, LLM evaluation, guardrails) and looking for an Applied AI / LLM Engineer role on a team that ships.

TECHNICAL SKILLS

AI & LLMs: LLM application development, AI agents, function calling / tool use, Retrieval-Augmented Generation (RAG), vector search (pgvector), embeddings, prompt engineering, LLM evaluation, guardrails, Model Context Protocol (MCP), n8n

Models & APIs: Google Gemini (2.5 Flash, Live API), OpenAI GPT and Realtime API, Anthropic Claude, Groq Llama 3.3 70B

Voice AI: Speech-to-text (Deepgram), text-to-speech (ElevenLabs, Azure), speech-to-speech, Twilio Programmable Voice and Media Streams, SIP, WebSockets, real-time audio streaming

Computer Vision: YOLOv8, TensorFlow.js, real-time inference

Programming Languages: Python, TypeScript, JavaScript, C#, SQL, Java

Backend: FastAPI, Node.js, ASP.NET Core, REST APIs, Redis, background job queues, webhooks

Frontend: Next.js, React, Tailwind CSS, Flutter

Databases: PostgreSQL, Supabase, SQL Server, MySQL, Oracle, Prisma, Drizzle

Cloud & DevOps: Docker, GitHub Actions, CI/CD, Fly.io, Vercel, Railway, Sentry

Testing & Security: pytest, mypy, ruff, role-based access control (RBAC), row-level security, multi-factor authentication (MFA), OAuth 2.0, Agile/Scrum

PROFESSIONAL EXPERIENCE

Founder & AI Engineer | Sawt (sawtai.app)

May 2026 - Present | Amman, Jordan

Multi-tenant AI voice and chat agent SaaS for MENA businesses (clinics, restaurants, real estate, e-commerce), built solo from idea to launch.

- Architected three interchangeable real-time voice engines over Twilio Media Streams and WebSockets (Gemini Live speech-to-speech; a Deepgram STT, LLM and ElevenLabs TTS cascade; OpenAI Realtime) with per-agent selection and automatic fallback. Gemini Live cut voice cost by about 83% (\$0.023 vs \$0.135 per minute).
- Built a speech-recognition evaluation harness measuring word error rate (WER) across Levantine, Khaleeji, Egyptian and MSA Arabic; the results selected Deepgram Nova-3 for transcription (14.3% vs 20.1% WER).
- Added LLM guardrails, including a multilingual claim-verification check that flags when an agent tells a caller it completed an action, such as a booking, without a matching tool call.
- Implemented LLM function calling for appointment booking, availability checks, orders, Stripe payment links, call transfer and WhatsApp/SMS/email, plus integrations with Google and Microsoft Calendar, Cal.com, Calendly, HubSpot, Salesforce, Zoho and Slack, and custom tools via MCP.
- Delivered omnichannel messaging on WhatsApp, Instagram and Facebook Messenger (Meta Graph API webhooks) and an embeddable website voice and chat widget, grounded by a RAG knowledge base (pgvector, Gemini embeddings, website crawling).
- Shipped production SaaS foundations backed by 1,790+ pytest tests and a GitHub Actions CI/CD gate (ruff, mypy): RBAC, Postgres row-level security on every table, TOTP MFA, signed webhooks, a Redis job queue, usage-based billing (Paddle, HyperPay; 5 currencies), a trilingual right-to-left UI and Sentry monitoring, across 430+ commits deployed on Fly.io and Vercel.

Software Engineering Intern | Orange Digital Center (Orange Jordan)

Mar 2025 - Jun 2025 | Amman, Jordan

- Developed the SiyanahJo vehicle-maintenance platform (ASP.NET Core, SQL Server, Flutter) inside Orange Jordan's coding and innovation hub.
- Refined the system design and implementation through regular reviews with Orange engineers and specialists.

.NET Developer Intern | Future Advanced Internet Solutions

Sep 2024 - Dec 2024 | Amman, Jordan

- Built features for the Caesar Pizza mobile app and website (a Jordanian fast-food chain) using ASP.NET Core and C# as part of the development team.
- Supported testing and bug fixing within an Agile/Scrum workflow.

Full-Stack Development Trainee | SHAI for AI

May 2022 - Sep 2022 | Amman, Jordan

- Completed a 90-hour, project-based full-stack program (with Webtoon Club for Web Tech), building web applications with React, JavaScript and Node.js.

PROJECTS

OmniAgent - Omnichannel AI SaaS Platform | omnichannel-saas-zeta.vercel.app

Tech: Next.js 14, TypeScript, Supabase, Prisma, Groq Llama 3.3 70B, Gemini, n8n

- Built a multi-tenant omnichannel AI SaaS that routes customer conversations through an LLM agent with automatic Gemini fallback, shipped across 65+ production deployments.
- Implemented real-time conversation handling and n8n workflow orchestration.

WorkForce AI - Real-Time Workplace Monitoring

Tech: TypeScript, TensorFlow.js, YOLOv8, WebSockets, Drizzle ORM, Railway

- Built a computer-vision platform that tracks attendance and productivity from live MJPEG camera feeds, with a WebSocket dashboard and live alerts.
- Optimized the frame pipeline for low-latency real-time inference.

SiyanahJo - Vehicle-Maintenance Platform (Graduation Project, team of 4)

Tech: ASP.NET Core, SQL Server, Flutter

- Built a web and mobile platform connecting car owners with vetted workshops: routine and emergency booking, vehicle pickup and delivery, stage-by-stage repair tracking, and ratings and reviews.

EDUCATION

Bachelor of Science (B.Sc.) in Software Engineering | Al-Zaytoonah University of Jordan

Oct 2021 - Jul 2025 | Amman, Jordan

CERTIFICATIONS

- Anthropic (2026): Model Context Protocol: Advanced Topics; Claude with Amazon Bedrock; Claude with Google Cloud Vertex AI; AI Capabilities and Limitations
- Google (2026): Google AI Essentials; Google Prompting Essentials; AI for App Building (Coursera)

LEADERSHIP

Event Operations & Technical Admin | Esports event with Zain Jordan

- Ran technical operations for a 400+ participant esports event (Discord, Warlegend.gg, live production), enforcing fair play and supporting streaming teams during the live finals.

LANGUAGES

Arabic (Native) | English (Professional)