

Aasim Abdul-Raheem

Software Engineer | AI Engineer | Full-Stack AI Developer

Phone: (604)401-3782 Email: aasim415@outlook.com

Portfolio: <https://ai-integration.ca/> & <http://www.planetux.net>

Professional Summary

Software Engineer specializing in AI application development, Large Language Models (LLMs), Retrieval-Augmented Generation (RAG), workflow automation, and full-stack web and Android development.

Career Highlights

- Designed, engineered, and deployed 8+ production-ready AI applications spanning LLMs, RAG, workflow automation, Android, web, and desktop software.
- Built a production-ready AI CRM integrating **5+ AI-powered workflows**, meeting summarization, intelligent task generation, customer management, and sales pipeline automation.
- Built an AI customer support assistant leveraging Retrieval-Augmented Generation (RAG), vector search, intent routing, document retrieval, ticket creation, API integrations, and multi-step workflow automation.
- Designed and developed an Android employee management system with automated time tracking, payroll calculation, and desktop synchronization.
- Designed and developed an inventory management system featuring barcode scanning, warehouse tracking, low-stock alerts, and inventory forecasting.
- Designed an LLM-powered fantasy football assistant providing player research, draft recommendations, waiver wire suggestions, injury updates, and season-long strategy.
- Developed an AI-powered recruitment platform using Natural Language Processing (NLP) to analyze resumes, match candidates with job descriptions, and streamline hiring decisions.

Skills & Abilities

AI Solutions Developer:

- Prompt Engineering
- AI Application Development
- AI Workflow Automation • AI Integrations
- Generative AI, Large Language Models (LLMs)
- Claude, ChatGPT, Google Gemini, Microsoft Copilot, GitHub Copilot
- Structured Prompting, Few-Shot Prompting, JSON Outputs
- AI-Assisted Development, Rapid Prototyping
- Retrieval-Augmented Generation (RAG)
- Function Calling
- Multi-Agent Systems

Languages:

- Python, JavaScript, TypeScript, Kotlin, SQL, HTML5 /CSS

Frameworks:

- React, Next.js, Node.js, Android Development, REST APIs, Three.js

UX/UI:

- User-Centered Design (UCD)
- Wireframing, Mockups, Prototypes
- UX Research, A/B Testing, Usability Testing

Work Experience

TELUS (January 2020 – Feb 2026)

Service Pro:

- Installed, configured, and supported DSL, Fibre Internet, Optik TV, Voice, and networking solutions for residential and business customers.
- Frequently troubleshoot hardware and software issues, repair Wi-Fi, voice, internet speed, cable and connectivity
- Provide full-service technician solutions within allocated time frames and ensure customer satisfaction.
- Introduce new and existing customers to new TELUS services and options for their specific user experience. Excel within my district is in sales and solutions-based selling.
- Work collaboratively in a team environment, as well as proven myself to work with minimal supervision under high stress circumstances.
- Facilitated weekly meetings with over 70 technicians, providing coaching on sales strategies, customer service best practices, and performance improvement initiatives.
- Performed data analysis on technician-reported issues, identifying patterns and recommending corrective actions to improve service quality, operational efficiency, and customer satisfaction.

BC Frozen Foods LTD. (June 2016 – January 2017 & February 2019 – Present)

Software Engineer / AI Solutions Developer

- Built AI-assisted web and Android applications using structured prompting to accelerate software development
 - Designed and developed an Android employee check-in/check-out application with a desktop companion application that automatically calculates payroll based on employee hours and hourly wages.
 - Designed, architected and developed an AI-powered CRM platform integrating customer management, sales pipeline tracking, meeting summarization, automated task generation, and intelligent workflow automation using modern AI technologies.
 - Developed an inventory management system supporting barcode scanning, warehouse tracking, low-stock alerts, and inventory forecasting.
- Integrated Microsoft Copilot and Google Gemini into business workflows to automate document creation, email drafting, meeting summarization, research, and productivity tasks across Microsoft 365 and Google Workspace.
- Used AI coding assistants throughout the software development lifecycle for planning, coding, debugging, testing, documentation, and optimization.
- Developed rapid prototypes for AI integration solutions by combining prompt engineering with traditional software development practices.
- Collaborated with stakeholders to gather requirements and convert them into AI-assisted development workflows and working software.

Projects & Portfolio

Developed a portfolio of AI-powered web, desktop, Android, and automation projects demonstrating expertise in software engineering, prompt engineering, AI integrations, and UX/UI design.

PlanetUX.net

- Interactive AI engineering portfolio featuring 8+ production-ready AI applications
- Three.js/WebGL landing page
- Responsive UI/UX
- Live deployments and technical case studies

AI-Integration.ca

- AI CRM
- Workflow Automation
- AI Integrations
- Enterprise Chatbots
- Prompt Engineering Solutions

GitHub: github.com/aasim415

Education

Bachelor's Degree

2012-2017 San Francisco State University (Graduated 04/25/17) Bachelor of Science, Computer Science Major