

Muhammed Usman

AI Engineer & Team Lead

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Professional Summary

AI Engineer and Team Lead with 3 years of experience in generative AI and LLM application development. Main developer of markXpand, an AI marketing platform, and product owner and team lead for PurchoSmart, an AI procurement platform whose voice agents call and negotiate with suppliers, both at Nextoria in Dubai. Before that, built RAG chatbots for enterprise clients at TCS. Hands-on with Python, C#/.NET, React/Next.js, third-party API integrations, payments and CI/CD on Azure.

Technical Skills

AI and LLM: Generative AI, Large Language Models (LLM), OpenAI (GPT-4), Google Gemini, RAG, prompt engineering, LangChain, Retell AI voice agents (API implementation, agent training, prompt tuning and fine-tuning), pgvector, FAISS

Backend: Python, FastAPI, Flask, C#, .NET, REST APIs, SQL

Frontend: React, Next.js

Integrations: Meta, TikTok, Snapchat and Google developer APIs, SerpAPI, Stripe, SendGrid

Cloud and DevOps: Microsoft Azure (App Service, Blob Storage, Key Vault), Git, GitHub Actions, Azure DevOps, CI/CD

Leadership: product ownership, team leadership, end-to-end delivery

Work Experience

Nextoria Information Technology LLC – AI Engineer & Team Lead

Feb 2026 – Present | Dubai, UAE | A Hassan Bin Alshaikh Group company

markXpand (markxpand.com), an AI marketing platform – main developer

- Main developer of the platform (C#, .NET), which handles campaign strategy, ad content generation and campaign launch across ad channels.
- Built the strategy and ad copy generation features using OpenAI and Gemini models.
- Integrated the Meta, TikTok, Snapchat and Google developer APIs to create and publish campaigns directly from the platform.
- Added Stripe payments, plus SendGrid for transactional email and OTP verification.
- Set up CI/CD pipelines in GitHub Actions for deployment to Azure App Service.

PurchoSmart (purchosmart.com), an AI procurement platform – product owner and team lead

- Own the product roadmap and lead the development team.
- Built the backend in Python (FastAPI) and the frontend in React and Next.js.
- Implemented Retell AI voice agents through the Retell API that call suppliers, request quotations for each procurement request and negotiate the best possible price, with OpenAI models behind the conversations.
- Trained the Retell voice agents and tuned them through prompt tuning and fine-tuning to handle supplier calls better.
- Built automated supplier search using SerpAPI to find suppliers for each request.
- Handled Stripe payments, SendGrid email and OTP, and GitHub Actions deployment to Azure App Service.

Tata Consultancy Services (TCS) – Python GenAI Developer

Nov 2023 – Feb 2026 | India

- Built enterprise document Q&A chatbots with GPT-4, LangChain and Azure, including an LOA chatbot and an SOP chatbot for marine operations.
- Developed RAG pipelines on pgvector and FAISS for semantic search across company documents, with prompt templates and chat-history retrieval.
- Designed Flask APIs for real-time LLM inference and document retrieval.
- Integrated Azure Blob Storage, Key Vault and Azure DevOps pipelines for secure deployments across dev and prod.

Education

M.Sc. in Computer Science (Data Science) | Cochin University of Science and Technology (CUSAT), 2021 – 2023

Bachelor of Computer Applications (B.C.A.) | Kannur University, 2018 – 2021

Certifications

Microsoft Certified: Azure Data Scientist Associate (DP-100)

Certificate of Participation, "AI for Everyone" track, One Million AI Talents Initiative | UAE Minister of State for Artificial Intelligence Office with Microsoft, April 2026

Languages

English, Hindi, Malayalam