Eslam Hamed

Product & Engineering Lead | AI Solutions Architect | Builder at Heart

Technical Product & AI Lead with 9+ years of experience building Generative AI solutions, SaaS platforms, and LLM-powered products. Bridges R&D and product strategy to deliver scalable, enterprise-ready innovations across domains

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WORK EXPERIENCE

Interim Product Manager & Solutions Lead
DXWand

08/2022 - Present   *Cairo, Egypt*

I acted as product manager, implementation consultant, and pre-sales lead across multiple AI initiatives. Bridged business needs with product delivery.

- **Spearheaded MerlinX as interim product manager** during a leadership gap, maintaining 100% sprint velocity across 5 releases through effective backlog management and cross-functional coordination.
- **Presented** live demos and technical walkthroughs of Orxtra to enterprise clients — converted 6+ pre-sales demos into paid POCs.
- **Consulted** on Orxtra chatbot flow design, LLM prompt engineering, and knowledge architecture — reduced enterprise go-live timelines by 60%.
- **Authored** platform documentation adopted across internal teams and clients — standardized onboarding and implementation practices

R&D | AI Platforms Engineer
DXWand

03/2019 - Present   *Cairo, Egypt*

Appointed by leadership to architect, build, and deliver scalable, innovative solutions across domains. Contributed across the stack in AI systems.

- **Architected** the MVP for Orxtra's **Auto RAG** (retrieval-augmented generation) module.
  Validated automated knowledge base pipelines and accelerated enterprise adoption of LLM-based workflows.
- **Integrated** NLP engine with frontend components for **Orxtra**, a GenAI-powered chatbot framework, enabling seamless deployment of contextual AI responses.
- **Championed** AI-powered RFP evaluation platform from scratch, **automating RFP generation and scoring RFP responses** — improved vendor comparison accuracy by 80%.
- **Built** Preneurs, an AI platform that reviews startup pitch decks and matches them with investors — reduced investor matching time by 60% and improved deck feedback quality via LLM analysis.
- **Delivered** end-to-end features in **MerlinX**, including conversational UX, WhatsApp, Instagram and Facebook integrations, and backend logic — improved agent response quality and upselling success by 25%.
- **Developed a real-time court transcription portal** enabling speaker identification — tripled transcription speed and eliminated human error in legal documentation.
- **Pioneered an AI/ML legislation search portal**, improving search and retrieval **efficiency by 65%**. I acted as a **full-stack engineer** and directly coordinated with legal teams to align AI output with professional workflows and terminology.
- **Led technical delivery of Cogent**, a chatbot SaaS platform handling **100K+ monthly sessions** — achieved **91% response accuracy** with Arabic dialect NLP, **managed 5-person engineering team**.

Software Engineer
Vezeeta

07/2017 - 03/2019   *Cairo, Egypt*

Contributed to backend development and system infrastructure at one of MENA's leading health tech platforms.

- Integrated key third-party APIs including **Fawry, Payfort, Salesforce**, and **Cequence**, enabling seamless financial and partner operations across the platform.
- Developed a robust **referral system** with follow-up workflows, event logging, and user interaction tracking to support growth and engagement initiatives.
- Created **Redis**-powered feature flag tool for runtime feature toggling — accelerated A/B testing and rollout cycles.
- Managed and extended messaging infrastructure using **RabbitMQ,** and **AWS SQS** while maintaining core AWS components such as **Lambda functions, CloudWatch alerts**, and **SNS**.

- I played a key role in the system's evolution by supporting the migration to **.NET Core** and introducing **GraphQL** for more flexible and modern API development.
- Built and maintained high-traffic backend services supporting **thousands of daily transactions** across booking, payments, and referral systems.

Software Developer
EgID

10/2016 - 07/2017   *Cairo, Egypt*

A subsidiary of the Egyptian Exchange, and the sole aggregator and distributor of EGX trading data and a software solutions provider for fin markets.

- Developed **online trading dashboard for EGX** with live market data, order execution, and portfolio insights — enhanced UX and system memory performance.

CERTIFICATES

Agile Certificate Software Development (10/2016 - Present)
Certified by Egypt's Software Engineering Competence Center, covering agile principles, Scrum practices, and iterative delivery.

Optimal Product Management (12/2022 - Present)
Provided By 280 Group. Trained in full product lifecycle management, customer discovery, business metrics, and go-to-market strategy.

EDUCATION

Computer Science Bachelor
FCAI-HU

09/2012 - 08/2016   *GPA: 3.00 - very good with honor degree*

- Graduation Project: Shiny application that provides tools and capabilities for the entire data science process such as data cleansing and visualization. Our Requirements were adopted from EMC2 Corporate to solve real case scenarios by reducing cost, time and money. (R Programming Language)
- Developed machine learning algorithms for classification and clustering such as k-nearest neighbor, linear discriminant function and k-means clustering for classifying and clustering image sets into defined categories. (MATLAB)

SKILLS

.NET Core · C# · SQL · MySQL · PostgreSQL · HTML · CSS · JavaScript · TypeScript · Node.js · jQuery · Svelte · SignalR · RESTful APIs · GraphQL · RabbitMQ · Redis · MongoDB · Elasticsearch · Azure · AWS · GCP · CI/CD · Azure Pipelines · Git · Visual Studio · Postman · xUnit · Design Patterns · ML Algorithms · Generative AI · OpenAI APIs · Prompt Engineering · NLP · RAG Systems

LANGUAGES

Arabic
Native or Bilingual Proficiency

English
Full Professional Proficiency