

JAD GHADER

Software Engineer · AI Engineer · Backend Engineer

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PROFESSIONAL SUMMARY

Software & AI Engineer with 3 years of experience designing and deploying scalable backend architectures and production-grade LLM applications. Specialized in Python, FastAPI, TypeScript, LLM applications, RAG pipelines, and cloud-native backend architectures. Proven track record in developing high-concurrency microservices, integrating multi-channel conversational agents, and managing cloud-native deployments on GCP and Azure.

TECHNICAL SKILLS

AI & Machine Learning: LLMs (OpenAI, Gemini), Retrieval-Augmented Generation (RAG), Agentic Workflows, Prompt Engineering, Vector Search (Pinecone), Embeddings, Semantic Search, Firecrawl

Backend & APIs: Python, FastAPI, Flask, Node.js, Express.js, NestJS, TypeScript, JavaScript, REST APIs, WebSockets, Socket.IO, OAuth 2.0, JWT Authentication, Stripe API, Background Workers, API Integration

Frontend & UI: React.js, Material UI, HTML5, CSS3, Responsive Web Design

Databases & Cloud: MySQL, Pinecone (Vector Database), Google Cloud (Cloud Run, BigQuery), Firebase (Firestore, Cloud Functions, Cloud Scheduler/Cron Jobs), Microsoft Azure (Function Apps, Blob Storage)

Tools & Methodologies: Docker, CI/CD, Git, Bitbucket, Swagger (OpenAPI), Postman, Claude Code, Jira, Confluence, Agile/Scrum

PROFESSIONAL EXPERIENCE

Software Engineer | ITXI · Hamra, Beirut, Lebanon

Jan 2024 – Jun 2026

- Architected and developed scalable REST APIs and high-concurrency microservices using FastAPI and Flask for multi-tenant SaaS platforms serving concurrent users in production.
- Migrated core backend services from Flask to FastAPI, reducing average request latency by ~35% and significantly improving code maintainability and async throughput.
- Built production LLM-powered conversational agents using OpenAI and Gemini APIs, enabling real-time multi-turn chat and voice interactions across multi-channel SaaS platforms.
- Engineered RAG pipelines using Pinecone vector databases, embeddings, and automated knowledge ingestion using Firecrawl to power context-aware AI responses with high retrieval accuracy.
- Designed and integrated Stripe payment infrastructure — subscription plans, webhooks, and automated billing — supporting SaaS monetisation for multiple client products.
- Designed, containerized, and deployed cloud-native applications and microservices using Docker, GCP (Cloud Run, Firebase), Azure (Function Apps, Blob Storage), CI/CD pipelines, automated testing, background workers, and scheduled cron jobs, delivering scalable, reliable, and zero-downtime production releases.
- Delivered end-to-end features in Agile/Scrum teams, leveraging Claude Code, Bitbucket, Jira, Confluence, and Swagger to accelerate feature delivery, automate testing and API documentation, and reduce manual engineering effort.

Frontend Developer | Zero & One · Beirut Digital District (BDD), Beirut, Lebanon

Jun 2023 – Dec 2023

- Completed an 8-week Full-Stack (MERN) internship, gaining hands-on experience with MongoDB, Express.js, React.js, Node.js, REST APIs, and AWS fundamentals.
- Built responsive dashboards and UI components using React.js, Material UI, HTML5, and CSS3 for production client applications.
- Integrated frontend applications with backend REST APIs and contributed to website enhancements in an Agile development environment.

PROJECTS

- AI-Powered SaaS Chatbot Platform:** Developed the backend for a multi-tenant AI SaaS platform using Python, FastAPI, OpenAI, Gemini, Pinecone, Socket.IO, Stripe, and Firecrawl. Built scalable RAG pipelines, automated knowledge ingestion, real-time voice and chat agents, and Stripe-based subscription management for a production AI SaaS platform.
- Multi-Channel AI Assistant:** Engineered AI assistants for web and WhatsApp using Python, FastAPI, OpenAI, Gemini, and Pinecone, implementing LLM function calling, third-party API integrations, and conversational workflows for real-time automation and information retrieval.
- AI-Driven E-Commerce Platform:** Developed a full-stack e-commerce platform using Python/FastAPI, React.js, and MySQL, implementing secure REST APIs, admin dashboards, and AI-assisted product content generation and semantic product search.
- Book My Service — Full-Stack Booking Platform:** Designed and developed a full-stack booking platform using Node.js, React.js, MySQL, and JWT, implementing role-based access control, appointment booking, email verification, REST APIs, and a responsive user interface.

EDUCATION

Bachelor of Engineering in Computer Engineering | Beirut Arab University · Lebanon

Sep 2019 – Dec 2023

LANGUAGES

Arabic (Native) · English (Full Professional) · French (Full Professional)