

Osama Abdelnasser

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SUMMARY

Full Stack Software Engineer with hands-on experience building AI-driven CRM systems and chat applications using modern web, AI, & Automation technologies. Developed scalable microservices, real-time features, and AI chatbot integrations using NestJS, Python, React, RabbitMQ, Redis, and Gemini & GPT-powered tools. Strong foundation in software engineering with a 3.92 CGPA from UTM. Skilled in database design, materialized views, and building comprehensive reporting and dashboard systems for data-driven applications.

SOFTWARE SKILLS

- **Languages:** Python, JavaScript, TypeScript, Flutter, C#, Java.
- **Frameworks/Libraries:** NextJS, Tailwind, MERN stack, MUI, NestJS, Redux Toolkit, Zustand, FastAPI, [ASP.net](#), Laravel.
- **AI Chatbots Development and infrastructure:** RASA models/chatbots, OpenAI, Gemini, LangGraph, N8N.
- **AI Development Tools:** Cursor, GPT Plus, Gemini CLI, MCPs, and Cursor-Agent
- **Databases:** MySQL, PostgreSQL, MongoDB, Redis, RabbitMQ, Socket.io.
- **Concepts & Rules:** OOP, SOLID, Data Structures, Algorithms, Design Patterns, MVC Architecture, Microservices, clean code.
- **Tools/Platforms:** Netlify, Heroku, AWS, GCP, Alibaba Cloud (Ubuntu instance, serverless lambda functions, Chat App), Bitbucket, GitHub Actions, Firebase deployment.
- **Deployment, Observability & IoT:** Docker, Kubernetes, Helm charts, Terraform, Grafana, OpenTelemetry, and Prometheus.
- **E-commerce & Payment:** Shopify, QuickBooks, and Stripe.

EXPERIENCE

Full Stack Software Engineer | Salesmrkt | September 2025 – Mar 2026 | Seattle, USA (Remote)

- Converted a React project to NextJS for Security and flexibility.
- Enhanced and developed an AI chatting system with the power to provide recommendations and in-depth search, and the ability to respond to users in 1.5s using Gemini.
- Engaged with clients in update requests.
- Updated the Shopify store with a new template UI and configurations
- Managed and developed features in Salesbox, Salesmrkt, and GoTryOne service providers using NextJS, FastAPI, Tailwind, Firebase, Algolia, and Zustand.
- Utilized QuickBooks and Stripe to handle payments and invoicing.
- Used N8N to handle complex processes outside the system.
- Took the lead and managed VM instances for hosting and deployment on Google Cloud

Full Stack Software Engineer | Engages AI | Jan 2024 – August 2025 | Singapore (Remote)

- Developed a CRM chat application with AI chatbot capabilities.
- Enhanced and developed Frontend features using MUI, React, Redux, socket.io, RabbitMQ, and web widgets.
- Replaced Webpack with Vite in the Frontend.
- Built scalable backend systems and microservices with NestJS, leveraging PostgreSQL and Redis for data management, and RabbitMQ to manage communications.

- Utilized Alibaba ChatApp for core functionalities.
- Integrated AI components: Python, RASA models, GPT chat, GPT assistant, and LangGraph.
- Managed Deployment: Alibaba Ubuntu instance and serverless Lambda functions.
- Developed reporting and dashboards for the chat and CRM system.
- Developed Automation (workflow) that allows actions in the CRM or the chat system to be performed in and outside the system.
- Helped in grouping and managing contacts into lists for broadcast messages at once.
- Moved backend load to the database in the form of functions, materialized views, and procedures.
- Used the Change Data Capture(CDC) tool called PeerDB to sync up between databases
- Developed a Serverless crawler function to update the GPT assistant vector store
- Provided unit testing with Jest

Software Engineer Intern | Engages AI | May 2023 – Dec 2023 | Malaysia (Hybrid)

- Contributed to Quickdesk(Engages AI) CRM web application development.
- Developed Frontend in React.
- Implemented Backend using NestJS, PostgreSQL, Redis, and Alibaba ChatApp.
- Developed AI chatbots using the Rasa framework.

System Analyst | Universiti Sains Islam Malaysia | October 2022 – April 2023 | Malaysia (Remote)

- Modernized the existing frontend from PHP and Kotlin to React and React Native
- Improving and developing the backend in Laravel using composer.
- Improving performance and maintainability.
- Supporting cross-platform mobile applications.

EDUCATION

Bachelor of Computer Science (Software Engineering) | CGPA: 3.92

Universiti Teknologi Malaysia, Johor, Malaysia | March 2020 – February 2024

CERTIFICATIONS

- **Web Development Nanodegree** (Udacity)
- **Applied Data Science with Python** (Cognitive Class.ai)

LANGUAGES

- **Arabic:** Native
- **English:** Professional level
- **Indonesian:** Beginner level

OTHERS

- Egyptian citizen
- Lived in Saudi Arabia and Malaysia before
- Currently Live in Indonesia
- Mainly prefer remote work