

NAJAM SAEED

Agentic AI Engineer · AI Agents · Voice AI · Backend & Integrations

Remote — Karachi (UTC+5) · Full overlap with UK/EU hours · 4+ hrs daily overlap with US Eastern

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SUMMARY

Backend and AI engineer with 6+ years building production systems, the last three focused on agentic AI — multi-agent workflows, real-time voice agents, and LLM integrations into existing business software. I work end to end: agent logic, API and workflow integration, backend, and the product users touch. Earlier: a lab management SaaS grown to 30+ laboratories and sold in 2019. Clients in the US, Ireland, and Pakistan.

CORE SKILLS

AI & Agents: Multi-agent orchestration, agentic workflows, LLMs, RAG, MCP servers, self-hosted LLMs, evaluation & guardrails

Agent SDKs: OpenAI Agents SDK, Anthropic Agents SDK, LangGraph, LangChain, CrewAI

Voice & Telephony: LiveKit, Retell AI, Twilio, Elastic SIP, real-time speech pipelines

Backend & Data: Python, FastAPI, Node.js, PostgreSQL, vector databases, Docker, Linux

Frontend: TypeScript, Next.js, React

EXPERIENCE

AI Engineer — Freelance & Contract

2023 – Present

- Build AI agents, voice AI systems, and backend automation for clients across healthcare, government, e-commerce, and legal services — agent logic, integrations, backend, and deployment.
- **Custom API and webhook integrations** connecting LLM agents to existing business software — replacing expensive off-the-shelf automation tools with systems clients own outright.
- Multi-agent workflows (planner → researcher → writer → critic) on the OpenAI and Anthropic Agents SDKs with MCP tooling.

Lead Engineer & Founder — TalkifAI

2025 – 2026

- Built and operated a multi-tenant voice AI platform end to end — agent orchestration, telephony, dashboard, docs, and billing.
- **Provisioned for 20 concurrent live calls (~400 calls/hour)**, with per-call analytics on duration, recordings, and transcripts.
- Instrumented the full stack — API, telephony, database, recording/egress, batch jobs, and RAG memory — with automated end-to-end call testing and a **public status page** reporting uptime per component.
- Deployed for **SIHS**, the Sindh government emergency health service — an engagement started independently and later migrated onto the platform — and for HealthCloud, with support for 90+ languages.

Instructor — PIAIC (Presidential Initiative for AI & Computing)

2024 – 2025

- Taught **Python, TypeScript, FastAPI, and Next.js** to **700+ students** across cohorts of Pakistan's national AI and cloud computing training programme.
- Mentored developers moving into AI engineering, covering the path from language fundamentals to building with LLMs.

Voice AI Developer (Contract) — OraSurge · United States

2024

- Sole developer for a US startup selling AI voice agents to dental clinics — built the product end to end and delivered it to production.

- Voice agent on **Retell AI** with Twilio telephony for inbound and outbound patient calls, and the supporting backend on **Azure**.
- **Built custom middleware integrating with Open Dental**, the practice management system, so the agent could book appointments and answer patient enquiries against live practice records.

Developer & Founder — Orion

2021 - 2022

- Built the player-facing web platform — registration, onboarding, and player management — for a gaming venture lending in-game assets to teenage players on a revenue split.
- Scaled from an initial cohort funded with personal capital; players earned around **PKR 30,000/month**. Led business development and fundraising alongside the build.
- Closed when the November 2022 crypto crash cut in-game earnings by roughly 99%.

Developer & Founder — Artistica

2020

- Built and shipped the platform end to end as sole developer — a marketplace bringing Karachi's Pakistan Chowk printers and accessory makers online.
- Closed after the marketplace did not reach the seller density it needed to work.

Founder & CEO — LabCloud · Acquired 2019

2015 - 2019

- Led development of a laboratory management platform covering sample intake through report delivery, plus a patient portal for online results.
- **Sold into 30+ working laboratories** and grew the business to acquisition in 2019. Recruited a CTO and led product and commercial direction.
- Operates today as [HealthCloud](#) with 70+ clients under its new owners — who later became a client of mine, buying Chatify in 2024.

SELECTED WORK

ZeroHR · 2026 · [zerohr.najam.pk](#) — auditable AI resume screening, built with a UK-based partner. Scoring stays locked until a human approves the hiring brief and rubric, and every score carries the evidence behind it.
[Next.js · FastAPI · LLM]

Chatify · 2024 — WhatsApp Business API platform automating customer conversations, sending **100,000+ messages a year** in production. Acquired 2024. [Node.js · TypeScript · OpenAI]

Amazon Listing Automation · JungleMug (Dublin) · 2025 — hybrid pipeline taking raw artwork and a target market, generating optimised listing copy with LLMs and driving a custom Photoshop script to render pixel-perfect product images. Produced **hundreds of listings** and processed **thousands of receipts, emails, and attachments**, with character limits and prohibited-claim rules enforced in code rather than left to the model.
[Python · LLM · Photoshop scripting · Amazon SP-API]

Rapid Content · 2026 — retrieval-augmented pipeline generating SEO-optimised, citation-backed articles at volume. Open-source, MIT licensed. [Next.js · TypeScript · LLM · RAG]

Jobscout · 2026 — open-source AI job-search agent: builds a base résumé from a candidate's background, finds matching roles, then tailors the résumé and cover letter per application. Runs locally on free-tier models with no subscription. [Next.js · TypeScript · LLM · open source]

CERTIFICATIONS

Microsoft Certified: Azure AI Fundamentals (2025) · **Cloud Applied Generative AI Engineer** — PIAIC (2024) · **Meta Front-End Developer** — Coursera (2023)