

AHMED BADR

+20 102 355 2125 ◇ ahmedbadr00@aucegypt.edu ◇ Cairo, Egypt
pactful.io

SUMMARY

Technical founder and product engineer who builds production LLM systems inside real customer environments. Solo-architected and shipped a WhatsApp-native, two-sided marketplace on Gemini/Vertex AI: five Arabic-dialect agents behind an eval and guardrail harness, an HRMS, and a matching engine now serving a 4,000+ vetted-worker pool—while personally leading the client-facing team that embeds with hiring businesses to scope and deploy each engagement. At noon (Middle East’s largest e-commerce platform, ~8.5M orders/month), owned post-order architecture and led cross-functional delivery of a bilingual EN/AR support agent, cutting support contacts 40%+. Native Arabic, fluent English.

EXPERIENCE

Founder & Chief Product & Engineering Officer

January 2026 – Present

Pactful – Cairo, Egypt

WhatsApp-native talent training and placement marketplace for Egypt’s blue-collar labor market. Sole technical founder: scoped, built, deployed, and now operate a multi-service LLM platform against live customers and real revenue.

- Shipped five production Egyptian-Arabic LLM agents (sourcing, vetting, culinary screening, agentic scheduling, FAQ) on Gemini/Vertex AI over the Meta WhatsApp Cloud API—screening 5,600+ candidates (~1,000/week at peak) into a 4,000+ vetted pool at 62% conversion and ~\$0.01 per candidate
- Built the reliability layer the deployment runs on: “facts-on-rails” agent design where code—not the model—emits every date, time, and price; dual LLM + lexical guardrails reject anything unverified; ~4,500 automated tests and regression evals gate a green-only CI/CD pipeline. 200+ interviews and 360+ attendance confirmations booked autonomously with no unverified commitments
- Embed directly with hiring businesses as the technical lead on each engagement—translating vague operational asks into scoped workflows, standing up tailored training programs, and running the pipeline from vetted pool to hire. Lead the ops and client-facing teams that own those relationships
- Architected and shipped the surrounding platform end-to-end: weighted matching engine (10 scored criteria, versioned weights, hard gates, rejection-reason feedback loop surfacing 290+ matches), HRMS, a 37-page ops portal, Paymob billing, and a transactional-outbox sync across a 60+ table schema, deployed on Docker/Nginx

Product Manager II

January 2025 – Present

noon – Cairo, Egypt

Own post-order customer experience on a multi-stakeholder squad—driving product and technical design across logistics, ops, fulfillment, support, and multiple engineering teams. Promoted from Associate PM.

- Led cross-functional delivery of a customer-facing LLM support agent from architecture to launch: 5-milestone design (LangGraph, confidence-scored intent detection, SOP-grounded response generation, EN/AR dialect handling, four domain agents with deterministic routing)—the connective tissue across engineering, CS ops, and QA
- Architected and shipped noon’s post-order Orders Revamp end-to-end—spec through backend design: one canonical delivery-type model replacing 7+ scattered flags, plus query decomposition and keyset pagination (~26ms warm reads, no 500-card ceiling)
- Shipped a native returns experience (AFS pub/sub status sync, per-item state, C2B refund timeline) plus Elasticsearch and reviews/recommendations integrations—collapsing the entry points behind ~52% of return-related CS contacts (~786/day)
- Cut address-related contacts 47% and refund tickets 41.6% despite 38% order growth; projected 400–500K AED annual savings as volume grew to ~8.5M orders/month

TECHNICAL

LLM Systems: Agent architecture & orchestration (LangGraph, Vertex AI, Claude Code), prompt engineering, tool use & MCP, RAG pipelines, guardrail design, evaluation harnesses & regression evals, cost/latency optimization at scale

Engineering: C++, Python, FastAPI, TypeScript/React, SQL, BigQuery, Elasticsearch, Docker, Nginx, CI/CD, Sentry, system & API design, pub/sub and event-driven integration

Delivery: Customer scoping & technical discovery, cross-functional delivery, GTM, A/B experimentation, product analytics, Jira, Figma

Languages: Arabic, English (fluent), Classical Arabic/Fushā (fluent)

EDUCATION

The American University in Cairo *September 2020 – December 2024*
BSc in Computer Science, Minor in Philosophy — Full Academic Scholarship (PSSF) *Cairo, Egypt*

The American University in Cairo *February 2026 – December 2028*
MA in Philosophy (part-time) — University Fellowship recipient *Cairo, Egypt*

SELECTED ACTIVITIES & AWARDS

1st Place, AUC × Strategy& (PwC) Case Competition *October 2024*
Moderators' Coordinator, International Student Leadership Conference — led 14 moderators
2024 – Present

Founder, AUC Philosophy Student Association *2021 – 2022*