Jafer Mohammed

Senior AI Forward Deployed Engineer | AI Solutions Architect

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PROFESSIONAL SUMMARY

Senior AI Solutions Architect with nine years of experience building and operating production systems, with expertise in enterprise communications, cloud infrastructure and technology delivery. Leads Generative AI, Agentic AI, Voice AI and retrieval-augmented generation (RAG) development at AqionLabs, including the live EC Calling Agent pilot for EthikCorp. Combines AI architecture, LLMOps and workflow automation expertise with enterprise delivery experience across healthcare, banking and global customer environments. Builds and takes solutions from prototype to production while owning security, data governance, evaluation and operational handover. Turns each build into reusable accelerators, backed by MLOps depth, AI cost optimisation and multilingual GCC delivery experience.

CORE COMPETENCIES AND AI LEADERSHIP

Forward-deployed AI delivery | Prototype-to-production ownership | LLM & agentic systems | MLOps/LLMOps | AI evaluation & quality | Responsible AI & governance | Agile and Scrum | Enterprise integration | Vendor evaluation | | ITIL service management |

TECHNICAL SKILLS

- **AI and LLM Applications:** Generative AI, Agentic AI, conversational AI, Voice AI, LangChain, MCP Servers, Prompt Engineering, NLP, fine-tuning, AI workflow automation.
- **RAG:** RAG pipelines, embeddings, vector databases, enterprise knowledge retrieval.
- **MLOps and LLMOps:** CI/CD for models and agents (GitHub Actions, Jenkins), evaluation pipelines, DeepEval, regression and A/B testing, observability (LangSmith, OpenTelemetry).
- **AI Quality and Cost:** Groundedness, hallucination detection,model routing, semantic caching, token optimisation, inference-cost management.
- **AI Development and Cloud:** Claude Code, Codex, Antigravity, AWS, Amazon Bedrock, Azure Foundry, Docker, Kubernetes, VMware, Windows Server.
- **Integration and DevOps:** REST APIs, API development, GitHub, Jenkins, Postman, Swagger,
- APIGEE, deployment pipelines, cloud security, Palo Alto, Fortinet.
- **Enterprise Voice:** Avaya Aura, Cisco UC, AACC, CM, SM, SMGR, SBC, Experience Portal, POM, SIP, WebRTC, IVR, intelligent routing, CRM integration.
- **Languages and Frameworks:** Python (FastAPI), REST/OpenAI.

PROFESSIONAL EXPERIENCE

AI Product Lead

AqionLabs.ai, UAE | Jan 2026 - Present

Project 1: EC Calling Agent for EthikCorp, Dubai

- Live pilot: https://ethikcorp.aqionlabs.com
- Embedded with EthikCorp's sales and operations teams; owned the full journey from business problem through design, engineering, security, deployment and KPI measurement
- Built the agent's tool-calling using FastAPI,lead-capture, callback-booking and escalation endpoints, with schema validated LLM-generated arguments.
- Built English, Arabic and Hindi agent workflows with multi-step orchestration.
- Took the agent from prototype to production, owning PII redaction, data governance, UAT, prompt A/B testing, regression suites and operational handover.

Project 2: Agentic AI and Enterprise Knowledge Automation

- Designed multi-agent orchestration (LangGraph) and RAG pipelines. chunking ,embeddings, vector search (pgvector), hybrid retrieval and reranking.
- Set up MLOps/LLMOps foundations: CI/CD for agents and prompts (GitHub Actions), prompt/model versioning, observability and an automated LLM-eval regression gate.
- Built evaluation harnesses (pytest, DeepEval) for groundedness and task success.

Additional Responsibilities:

- Built an n8n outbound workflow (Apollo lead sourcing, Firecrawl/Apify enrichment, LLM-personalised copy, Gmail/Apollo dual send) using Claude and Codex.
- Turned client builds into reusable accelerators (tool-calling service template, guardrails, eval harness, reference architectures) and a documented forward-deployed delivery methodology.
- Owned AI roadmaps, customer discovery, solution architecture and GTM; evaluated LLM vendors and cloud AI services (AWS Bedrock, Azure AI Foundry) on accuracy, latency, security.

IT Voice Lead Engineer (AI and Enterprise Communications)

American Hospital, Dubai | Apr 2024 - Sep 2025

Major Project : Patient Communication Modernisation and AI-Ready Contact Centre

- Embedded with hospital operations and contact-centre teams to redesign IVR flows, intelligent routing and call recording for American Hospital Dubai and 8 clinics (2,500+ users)
- Built the integration and data foundation (AEP, AACC, CRM workflows) for later conversational AI, speech analytics and voice-agent use cases.
- Led telecom, network, CRM, vendor and business teams without direct authority through implementation and operational handover.
- Simplified contact-centre KPI reporting by creating custom dashboards in Grafana

Operational Responsibilities:

- Managed Avaya Aura SMGR, CM, SBC, SM, AACC, AEP, POM and ACR, maintaining production reliability through monitoring, incident resolution and vendor escalation
- Created runbooks and SOPs for deployments, call-flow changes and knowledge transfer to support teams.

Senior Consultant (Enterprise Voice)

Servion Global Solutions, Bangalore | Nov 2022 - Apr 2024

Major Project: Gateway Infrastructure Refresh for Christus Health, USA

- Delivered a global refresh replacing 100+ G650 gateways with 300+ G450 gateways and media servers, improving scalability and resilience.
- Built Python pre/post-cutover validation scripts, reducing manual cutover errors.
- Led an implementation squad (architects, PMs, QA, vendors, client teams) without formal authority using MOPs, cutover plans and validation checklists.

Additional Responsibilities

- Designed scalable Avaya Aura UC/CC architectures for automation, intelligent routing, IVR modernisation and speech workflows with enterprise architects.
- Implemented API integrations, SIP trunking, SIPREC media forking for real-time speech/AI analytics, licensing workflows and endpoint migrations;
- Conducted technical discovery, solution workshops, SIT/UAT, cutover and production handover.
- Managed strategic enterprise customers including Tesla, UPS, Disney, Bank of America, UIHC, Christus Health, TeleTech and City National Bank.
- Supported production stability through root-cause analysis, operational readiness reviews and escalation management.

Cloud Implementation Engineer

Betsol, Bangalore | Sep 2021 - Nov 2022

Major Project: Building Applications on Avaya OneCloud Private

- Designed and deployed cloud-native platforms on Avaya OneCloud Private, Docker, Kubernetes and VMware for McKinsey, UIHC and Allstate.
- VMware ESXi provisioning, cloning of VMs using Python scripts
- Worked with Avaya Reference Architecture teams to resolve third-party integration issues and standardise deployments.
- Built orchestration workflows using Swagger/OpenAPI, Postman, and APIGEE gateway
- Executed Jenkins CI/CD pipelines with version-controlled artifacts and automated validation.
- Improved observability and security through infrastructure monitoring, traffic analysis, Palo Alto Firewall/Panorama and access control.

Avaya and Cisco Technical Support Engineer

Innovatia India Pvt Ltd, Bangalore | Nov 2017 - Sep 2021

Major Project: Managing Avaya Servers in NAR region

- Provided Tier 3 support for business-critical communications infrastructure, maintaining 24/7 service continuity for Apple, CVS, UPS and Progressive.
- Investigated complex faults using MST, list trace, traceSM and traceSBC; wrote Python log-parsing scripts to identify recurring failure patterns.

Additional Responsibilities:

- Cisco UC Implementations and Platform Optimisation
- Led Cisco UC implementation and configuration activities, optimising enterprise communications platforms for high availability.
- Partnered with product engineering on critical patches and platform stability improvements.
- Managed escalations and root-cause investigations with engineering teams and strategic partners.
- Maintained structured CRM records and supported data-driven operational decisions and workflow improvements.

EDUCATION

Bachelor of Technology in Computer Science

MES College of Engineering, University of Calicut, Kerala | 2011 - 2015

CERTIFICATIONS

- Axelos ITIL V4
- Google Certified AI Professional
- Microsoft Certified Azure Fundamentals
- Certified Scrum Master (ScrumAlliance)
- PMP : PDU earned; certification yet to be completed
- Oracle Database 11g Administrator Certified Associate
- Avaya Certified Implementation Specialist (ACIS 7120)
- Avaya Experience Portal Administrator Specialized (ASAC-0032)
- Avaya Aura Communication Manager Administrator (ASAC-0038)
- Avaya Aura Call Centre Elite Administrator (ASAC-0018)
- Avaya Aura Session Border Controller Administrator (ASAC-0039)
- Avaya Aura System Manager Administrator (ASAC-0037)

ADDITIONAL INFORMATION

- **Languages:** English, Malayalam, Hindi
- **Location and Visa:** Dubai, UAE | UAE residence visa valid until Jan 2028
- **Driving Licence:** Valid UAE driving licence