

# HASEEB AKHLAQ

London, UK | [haseebakhlaq2000@gmail.com](mailto:haseebakhlaq2000@gmail.com) | [linkedin.com/in/haseebakhlaq2k](https://linkedin.com/in/haseebakhlaq2k)  
[github.com/Haseeb-Akhlaq](https://github.com/Haseeb-Akhlaq) | [Haseebakhlaq.com](https://Haseebakhlaq.com)

## SOFTWARE ENGINEER | AI & AUTOMATION

---

A Software Developer with 3+ years of experience in web applications, specializing in backend development, AI chatbots, and business automation. Skilled in Large Language Models (LLMs), including OpenAI's GPT series, and experienced in Langchain, Vector DB, and full-stack development using Ruby on Rails, React, Flutter, and AWS. Passionate about leveraging AI and full-stack expertise to drive innovation and efficiency.

## EXPERIENCE

---

### AI DEVELOPER

Jan 2024 - Present

#### Nation Wide Care Services Limited (Birmingham, UK)

- Developed an AI chatbot to streamline client onboarding, reducing client onboarding time by 30%.
- Enhanced data entry efficiency by fine-tuning Large Language Models (LLMs) with historical data, achieving a 40% reduction in time required for new client data input.
- Utilized LLMs for efficient and effective in-house employee training programs.
- Led training sessions for employees, focusing on hands-on experience with new AI tools and best practices in AI implementation.
- Automated the manual customer support system, enhancing operational efficiency.
- Employed tools such as Python, OpenAI Assistant APIs, and Vector DB in various projects.

### SOFTWARE ENGINEER

Apr 2022 - Oct 2023

#### Devsinc (San Francisco, California)

- Developed and maintained full-stack applications using Ruby on Rails, React and AWS, resulting in efficient and high-performing software solutions.
- Facilitated the onboarding of prestigious publishers to Authorea.com, seamlessly migrating over 20,000+ publications to the platform, thereby enhancing content diversity and reach.
- Improved site architecture by integrating AWS RDS for data storage, which led to a 40% cost reduction in EC2 instance usage, optimizing operational expenses.
- Led internal sessions on cloud platforms, emphasizing best practices and efficient resource use, nurturing a culture of continuous learning and team development.
- Actively participated in code reviews and implemented best practices to improve code quality, maintainability, and performance, resulting in optimized software solutions.
- Collaborated with other developers, designers, and stakeholders to integrate third-party services and APIs, resulting in a significant increase in application functionality and user satisfaction.
- Helped the company to scale market-ready solutions for US-based companies.

### FREELANCE CHATBOT DEVELOPER

OCT 2023 - JAN 2024

## Fiverr

- Provided global clients with custom chatbot solutions for their websites, achieving a 70% reduction in time spent on repetitive tasks.
- Enabled businesses to save 80% on customer support time through efficient chatbot integration.
- Successfully developed and deployed over 5+ AI chatbots across various industries.
- Utilized no-code tools such as Voiceflow, Botpress, ManyChat, and Zapier, Pinecone.
- Integrated chatbots into popular messaging platforms like WhatsApp, Instagram, and Slack.

## PROJECTS

---

### AUTHOREA

[www.authorea.com](https://www.authorea.com)

Authorea, acquired by Wiley, is a globally recognized platform that enables authors to publish their work worldwide. As one of the largest publishing platforms, it is built on Ruby on Rails (RoR), React, and AWS. In my role, I was instrumental in implementing key features that facilitated the onboarding of various organizations, enabling them to seamlessly migrate their publications to Authorea.

### SLACK HR-ASSISTANT

[Github Repository](#)

Engineered with OpenAI Assistant API and LLM technology, this Slack chatbot transforms HR operations by automating ticket management, substantially easing HR workload. It streamlines employee query handling, allowing seamless ticket creation and efficient resolution through a user-friendly chat interface.

Tools Used: Python, OpenAI, Slack, Digital Ocean, Airtable.

## EDUCATION

---

### MSC DATA SCIENCE & ARTIFICIAL INTELLIGENCE

Jan 2024 - May 2025

Edge Hill University, UK

### BACHELORS IN ELECTRICAL ENGINEERING

Sep 2018 - Jun 2022

National University of Science and Technology, Pakistan

## SKILLS

---

**Programming Languages:** Python, Ruby, JavaScript, NodeJS, HTML, CSS

**Frameworks & Libraries:** React, Flutter, Bootstrap, Material UI

**DataScience & MachineLearning:** Machine Learning Algorithms, TensorFlow, SQL, Python ML Libraries

**Databases:** MySQL, PostgreSQL, MongoDB, Pinecone, Weaviate

**Tools:** AWS(EC2, Lambda, S3 bucket), Jira, Git, Postman, Docker, OpenAI, Langchain, Voiceflow, Zapier,

**Soft Skills:** Communication, Leadership, Problem-Solving, Teamwork, Adaptability