Maham Sultana – AI Software Engineer

Karachi, Pakistan (UTC+5) | Open to full-time remote roles | English (professional), Urdu (native)
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PROFESSIONAL SUMMARY

AI Software Engineer with 2+ years of production experience building AI agents, voice agents and RAG systems for e-commerce, legal tech and customer support. Led two production AI products end to end in TypeScript and Python (FastAPI, NestJS, Next.js, PostgreSQL, Docker) in fully remote, async teams.

WORK EXPERIENCE

The Botss **Karachi, Pakistan (Remote)**
Software Engineer Jan 2025 – Present
Build and ship AI agent products for clients in e-commerce, legal tech and customer support. Led Commify AI and Accident Assist AI, and contributed to Arthur and other client projects.

Commify AI *AI customer support platform for Shopify merchants* *Lead engineer*

- Architected real-time sync of products, variants, orders and customer data across multiple Shopify storefronts.
- Built an OpenAI agent grounded in each store's data through RAG that recommends products, adds to cart and raises tickets across WhatsApp, Instagram, Messenger and a storefront widget, automating **70%+ of customer queries**.
- Built abandoned cart recovery over WhatsApp and an automated COD confirmation flow that cut **Return-to-Origin rates from 31% to 12%**, without a call-centre team.
- Built evaluation and monitoring for the agent: test conversation sets, conversation logs, human-handoff rates and cost per conversation, used to tune prompts and tool calls before each release.
- Integrated Stripe and built JWT-secured APIs with human-handoff logic across 4 channels, using Redis and Docker.

Arthur *Multilingual voice and chat agent* *Team contributor*

- Built an English, German and Russian voice and chat agent on the OpenAI Agents SDK with memory and pgvector retrieval, serving **about 3,000 users** over web chat and Twilio phone calls, on NestJS, with analytics.

Accident Assist AI *Legal-intake app for US accident victims, live on App Store and Google Play* *Lead engineer*

- Led the app where an OpenAI Agents SDK assistant collects case details, creates structured case files through tool calling and routes qualified leads to legal professionals; built its Python FastAPI backend.
- Built the Next.js admin panel for users, chats, tickets and leads, with live system-prompt tuning in production.

Other client work

- Built Estraha, a Saudi real estate platform with Arabic/RTL, property search and an AI chatbot, plus RAG and voice features for other clients using OpenAI APIs, LangChain and Gemini voices on Vertex AI.

Zenkoders **Karachi, Pakistan**
Software Engineer Aug 2024 – Dec 2024

- Built client web apps in Next.js and React, including a reusable component library shared across projects.
- Built a real-time WebSocket chat system handling 500+ concurrent connections at sub-200 ms latency, and REST APIs with TypeORM, input validation and session management.

OPEN SOURCE

PolyCast *Node.js, three.js, Puppeteer, ffmpeg* github.com/mahamsultana/polycast

- Turns a written script into a low-poly 3D podcast video: generated voices, audio-driven lip-sync, word-cued camera cuts and captions, rendered frame by frame with three.js in headless Chrome and encoded to 1080p MP4 with ffmpeg.
- Ships as an AI agent skill (SKILL.md) that Claude Code, Codex, Cursor and other agents can run end to end; free offline TTS by default, with optional Cartesia voices checked by a speech-to-text verify step.

Maham Code *Python, tool calling, VS Code extension* github.com/mahamsultana/mahi-code

- AI coding agent built from scratch, modelled on Claude Code: explores a codebase and reads and edits files through tool calling in the terminal, a desktop app or VS Code, with any OpenAI-compatible model, including local ones.

TECHNICAL SKILLS

- **AI & Agents:** OpenAI APIs and Agents SDK, Gemini (Vertex AI), LangChain, RAG, pgvector, Tool Calling, Voice Agents
- **Languages:** TypeScript, JavaScript, Python, SQL **Frontend:** React, Next.js, Tailwind CSS, Shadcn UI, React Query, three.js
- **Backend:** FastAPI, Node.js, NestJS, REST, WebSockets, TypeORM **Databases:** PostgreSQL, MongoDB, Redis, Supabase
- **Integrations & Tools:** Stripe, Twilio, Shopify, WhatsApp/Meta APIs, Docker, AWS EC2, Git, Claude Code, Vercel

EDUCATION

BS, Computer Science, Sir Syed University of Engineering & Technology, CGPA 3.50 Oct 2021 – Jul 2025