

AHMED ALI QADIR

Full-Stack Engineer · AI Integration · Solutions Architect · Forward Deployed Engineer

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PROFESSIONAL SUMMARY

Full-stack engineer specialising in AI integration — multi-tenant SaaS platforms and agentic systems wired to real inventory rather than to their own imagination. Combines hands-on delivery in React, TypeScript, Node.js and PostgreSQL with production service-management discipline from a 24/7 telecom Network Operations Centre, where I own incident management, structured logging, and a written trail behind every change. Anthropic-certified in the Model Context Protocol, with demonstrable delivery of production RAG systems, MCP servers and multi-tenant SaaS. Founder of Orbixio Ltd, delivering full-stack and AI solutions to small and medium-sized UK businesses. CTC cleared (2024). BSc (Hons) Computing, Glasgow Caledonian University.

TECHNICAL SKILLS

Full Stack: TypeScript, JavaScript, Python, React, Next.js, Node.js, Express, PostgreSQL, Prisma, MongoDB

AI: Anthropic Claude API, Model Context Protocol, agentic tool-use & RAG, LangChain, ChromaDB

Cloud & DevOps: Docker, Kubernetes, Terraform, AWS, AES-256-GCM encryption, RBAC

Service Management: ITIL, ServiceNow, Salesforce Field Service Lightning, Jira, PagerDuty

PROFESSIONAL EXPERIENCE

Service Management Specialist — Magdalene Ltd (M Group Services), Stevenage *Apr 2026 – Present*

- Own daily case and incident management in Salesforce Field Service Lightning (FSL) across a national infrastructure estate of c.175 monitored sites, triaging 10–15 alarms per shift — rising sharply during weather-driven fault events — within a 24/7 rota with structured shift handovers.
- Identified a duplicate case-creation defect during a Salesforce FSL migration that was blocking engineers from resolving tickets; raised it formally, had it confirmed, and produced the written root-cause analysis passed to the Operations and Performance Managers that led to a fix.
- Designed a structured NOC daily logging system, improving shift-handover continuity and incident traceability.
- Built and use an AI-assisted tool to digest long incident histories, cutting the time spent reconstructing case context during shift handover.
- Apply lone-worker safety and duty-of-care monitoring across live incidents, ensuring compliant SLA escalation across telecom, full-fibre, water and power infrastructure clients.

Founder & Lead Developer — Orbixio Ltd, UK *2025 – Present*

- Founded and run a UK AI automation company delivering full-stack and AI solutions to small and medium-sized businesses.
- Design and build client-facing applications with React, TypeScript, Node.js and PostgreSQL, integrating the Claude API for AI-driven features.
- Engineer RAG pipelines and Model Context Protocol servers connecting large language models with external data sources and tools.
- Build end-to-end automation workflows across multiple third-party APIs, owning delivery from scoping to handover.

IT Analyst — Saif Social and Health Care Homes Ltd *Aug 2024 – Oct 2025*

- Ran requirements-gathering sessions with operational stakeholders across onboarding, access management and compliance workflows, translating pain points into documented business and functional requirements.
- Mapped As-Is processes and designed a To-Be staff onboarding workflow (Microsoft Forms, SharePoint, Intune) that cut onboarding time from a full day to under two hours with 100% day-one readiness for new starters.
- Performed gap analysis on the organisation's access-governance model and documented requirements for a role-based access control (RBAC) framework, subsequently implemented across 100+ users to reduce data-exposure risk.
- Produced systems documentation, data-flow diagrams and user guides for technical and non-technical audiences, supporting adoption and long-term maintainability of new workflows.

SELECTED PROJECTS

AccomPro — multi-tenant compliance SaaS · 2025 – Present · solo build

- Architected and built a multi-tenant compliance platform for UK supported housing and social care — residents, properties, incidents, encrypted documents and CQC compliance tracking inside isolated per-organisation workspaces.
- Implemented AES-256-GCM encryption, four-tier RBAC and full audit logging, with tenant isolation enforced at the data-model level rather than by application-layer filtering.
- Integrated the Claude API for compliance chat, risk alerts and policy review. In demonstration discussions with a UK supported housing provider; no paying users yet.

Stack: TypeScript, React, Node.js, PostgreSQL, Prisma, Claude API

Tourista — *AI-powered travel platform · 2026 · Orbixio Ltd*

- Built a Claude tool-calling agent that turns a single sentence into a costed itinerary, searching live flights, stays and hire cars through the Duffel API alongside Tourista's own tours.
- Streams the assembled itinerary back to the browser as it is built, rather than blocking on a single long-running response.
- Wrote the Duffel integration once and shared it between the web backend and a standalone Model Context Protocol server exposed to Claude Desktop.

Stack: React 19, TypeScript, Node.js, MongoDB, Stripe, Duffel API, Claude API, MCP

Orbixio Studio — *MCP-native platform · 2025*

- Built a script-generation platform with no user interface of its own — Claude Desktop is the client, connecting over six Model Context Protocol tools via stdio.
- Enforced a human-in-the-loop approval gate at protocol level, so no generated content moves downstream without explicit review — a structural guarantee rather than a policy.
- Validated all structured tool output with zod.

Stack: TypeScript, MCP SDK, Anthropic SDK, Prisma, PostgreSQL, zod

EDUCATION

BSc (Hons) Computing (2:1) — Glasgow Caledonian University, 2024

CERTIFICATIONS & CLEARANCE

CTC — Counter Terrorist Check — UK Government, cleared 2024

Model Context Protocol — Anthropic, December 2025

Atlassian Certified — Forge Developer — Atlassian, January 2026

Introduction to DevOps — Microsoft, November 2025

Plan Agile with GitHub Projects & Azure Boards — Microsoft, November 2025

Google Generative AI — Google, 2025

AWS Cloud Fundamentals — Amazon Web Services, April 2024

ITOL Certified (IT Operations) — ITOL