

Bilal Ahmad

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SUMMARY

Engineer who puts LLM agents into live production and owns the outcome. Turn a customer's messy operational bottleneck into a working system, embed with the team that runs it, and debug the failures when they hit. Two years translating between operations reality and what the model can actually do.

TECHNICAL SKILLS

AI & Agents: Claude API, Claude Code, Cursor, Codex, Hermes, agent design, tool/function calling, context engineering, evaluation, prompt design

Retrieval & Memory: RAG, Ollama, nomic-embed-text, turbovec, on-demand context, memory configuration

Languages: Python, TypeScript, JavaScript, SQL

Backend & Data: Node.js, NestJS, PostgreSQL, Drizzle ORM, Prisma, Railway

Automation: n8n, Zapier, Google Apps Script

Commerce & Ops: Shopify, ShipHero, Zoho, WMS, carrier APIs (UPS/FedEx), ClickUp

PROFESSIONAL EXPERIENCE

Automation Team Lead, Nysonian Inc. – Islamabad, Pakistan Aug 2025 – Present

- Lead AI agent and automation delivery across operations and customer support for a US ecommerce business, translating daily bottlenecks into production workflows the team runs without engineering support
- Shipped a customer-service agent live on the storefront that reads each ticket, pulls the order from the CRM, calls internal tools, and closes routine cases with no person involved
- Cut manual work 60–70% for operations, warehouse, and finance teams by replacing approval, routing, and reconciliation handoffs with auditable systems
- Scope each deployment directly with the stakeholders who own the process, then carry it through to production and post-launch debugging

Technologies: Claude API, Claude Code, n8n, TypeScript, Node.js, PostgreSQL, Shopify, ShipHero

Automation Engineer, Nysonian Inc. – Islamabad, Pakistan May 2025 – Aug 2025

- Built and deployed 100+ production automation workflows in n8n across returns, refunds, support routing, and reconciliation, moving roughly 50,000 orders through the systems
- Built retrieval and context pipelines with Ollama, nomic-embed-text, and turbovec so agents pull the right order, policy, and account data on demand instead of holding stale context
- Worked alongside operators to turn undocumented real-world processes into reliable, auditable workflows and replace manual bottlenecks

Technologies: n8n, Python, Ollama, nomic-embed-text, turbovec, PostgreSQL, carrier APIs

Operations Executive, Nysonian Inc. – Pakistan Jan 2025 – June 2025

- Ran daily ecommerce operations while mapping the manual processes worth automating, acting as the bridge between operations reality and system design

Floor Manager, ECS – Pakistan Feb 2023 – Jan 2025

- Managed floor operations and staff for 2 years, the ground-level operational context that now drives how deployments get scoped for the teams running them

WRITING & COMMUNITY

- Publish near-daily technical breakdowns on agent systems, context engineering, and production LLM failures for an audience of builders and operators; when something built breaks, write about the break

EDUCATION

Bachelor of Arts, Allama Iqbal Open University

In progress