

Staff AI Engineer with 10+ years shipping production-grade AI and full-stack systems. Led development of LLM and RAG platforms handling 1B+ monthly conversations, including automated retraining pipelines with human-in-the-loop evaluation and approval gates. Expertise in end-to-end AI delivery and agentic systems for Fortune 100 enterprises across global banking, fintech/crypto, healthcare, and technology (including Microsoft).

Work Experience

Staff AI Engineer / Lead Solutions Engineering team	LivePerson Remote	2021–Present
<ul style="list-style-type: none">• Led E2E shipping of LLM/RAG solutions on a platform processing 1B+ monthly conversations for Fortune 100 clients.• Designed and developed NAT, an internal LLM chatbot with automated retraining and human eval/approval gates.• Architected and delivered the core AI bot powering LivePerson.com from concept to production.• Drove Coinbase's first agent-handled in-app messaging launch.• Tech lead for 3 distributed teams (~20 engineers) while staying hands-on with code and architecture.		
Senior Solutions Engineer Solutions Engineering team	LivePerson Remote	2019–2021
<ul style="list-style-type: none">• Delivered Citi mobile messaging SDK integrations (iOS 2019, Android 2020) enabling multi-million user rollouts.• Integrated and optimized AI chatbots for a Fortune 100 financial client, driving 40% engagement lift.• Scoped and shipped custom AI deployments end-to-end with enterprise security, engineering, and product teams.		
Premium Support Group Engineer	LivePerson Alpharetta, GA	2016–2019
<ul style="list-style-type: none">• Delivered high-touch engineering support for premium accounts (4.8/5 satisfaction, 150+ tickets/month).• Built automated weekly performance reporting dashboards that improved client retention by ~15%.		
Full-Stack Developer	Freelance	2011–2016
<ul style="list-style-type: none">• Built custom web applications for clients in automotive, food & beverage, and insurance using JS/Node/PostgreSQL.		

Skills

- **AI/LLM:** RAG, Agentic Systems, LangChain/LangGraph, Prompt Engineering, Fine-Tuning, Embeddings, Human-in-the-Loop, Hallucination Mitigation, Conversational AI, Weaviate.
- **Languages & Frameworks:** TypeScript, JavaScript, Node.js, React, Next.js, Python, SQL
- **Infrastructure & MLOps:** GCP, Kubernetes, Docker, Jenkins, CI/CD, Elastic Cloud, Automated Retraining

Projects

- **NAT Self-Healing Bot:** Production LLM chatbot with automated monthly retraining and human eval/approval gate.
- **RAG-Powered Slack Bot:** Retrieval-augmented internal knowledge bot deployed across public Slack channels.
- **AskServices:** Internal request and task management platform adopted by ~50% of the company.
- **CarGurus Hackathon 2023** - Top 10 finish.
- **Additional projects and video walkthroughs:** nafeez.dev

Education

- **Information Technology, Software Development,** Georgia Gwinnett College **2008–2011**
- **Artificial Intelligence Native Certification,** LivePerson **2022**