Muhammad Urwa Usman

Principal Software Engineer | Full-Stack & AI Automation | Laravel, Node.js, Python, React, Vue.js | Shopify & Enterprise Integrations

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PROFESSIONAL SUMMARY

Principal Software Engineer with 9+ years of experience building, stabilizing, and modernizing business-critical SaaS platforms, APIs, e-commerce systems, and automation workflows for clients across the US, Australia, and the Gulf. Strong backend foundation in PHP, Laravel, Node.js, and Python, with frontend work in React.js and Vue.js and deep SQL performance tuning on MySQL, PostgreSQL, and SQL Server. Proven record of turning legacy systems and complex third-party integrations (Shopify, NetSuite, Celigo, DocuSign, Bullhorn, Microsoft Graph) into reliable production software, including helping reduce 500+ open production issues to under 20 on a 50+ engineer program. Hands-on with LLM integration and AI-assisted development using Claude, Claude Code, OpenAI, and Cursor.

CORE SKILLS

Backend: PHP, Laravel, Laravel Lumen, CodeIgniter, CakePHP, Node.js, Express.js, Python, FastAPI, Shell Scripting

Frontend: React.js, Vue.js, AngularJS, JavaScript, jQuery, AJAX, HTML5, CSS3, Tailwind CSS

APIs & Architecture: RESTful APIs, GraphQL, SOAP, Microservices, Micro Frontends, Event-Driven Architecture (AWS SQS/SNS), OAuth 2.0, Webhooks, Queues, Scheduled Jobs

Databases: MySQL, PostgreSQL, SQL Server, SQLite, MongoDB, Redis, Sequelize, Query Optimization, Indexing, Database Design

Data Engineering: Python ETL/ELT Pipelines, FTP Ingestion, Scheduled Imports, Large Dataset Processing, Data Scraping

AI & Automation: LLM Integration (Anthropic Claude, OpenAI), Prompt Engineering, AI Agents, Resume Parsing, Recommendation & Matching Logic, Zapier, n8n, Claude Code, Cursor, ChatGPT

E-commerce & CMS: Shopify Store Development (Liquid), Shopify Public & Private Apps (React Polaris, Node.js), Magento Integration, WordPress, WooCommerce, WordPress Plugins, PWA

Integrations: NetSuite, Celigo, DocuSign, Bullhorn, Microsoft Graph API, Stripe, PayPal, HyperPay, Retail Pro, Appstle

DevOps & Tools: Docker, AWS, Linux, IIS, Git, GitHub, Jira, Azure DevOps, Trello, Agile, Kanban

PROFESSIONAL EXPERIENCE

Principal Software Engineer, AI & Full-Stack | Strategic Systems International (SSI), Lahore, Pakistan
August 2021 – Present

- Built an AI-powered recruitment automation platform in Laravel that fetches resumes from Microsoft Outlook via Microsoft Graph API, parses candidate data, applies rule-based filtering, and creates candidate profiles and job submissions in Bullhorn ATS, with OAuth 2.0, queue-based processing, scheduled jobs, retry handling, and an Orchid admin dashboard.
- Embedded LLMs (Anthropic Claude, OpenAI) into the delivery lifecycle with prompt pipelines for codebase analysis, REST-to-GraphQL migration mapping, QA scenario generation, refactoring, and technical documentation, accelerating feature delivery.
- Designed a recommendation and matching engine for a lifestyle membership platform using behavior tracking, AI-assisted tagging, scoring, and taste profiles on an event-driven AWS SQS/SNS architecture.
- Led backend engineering on an enterprise property management SaaS for US and Australian portfolios (Node.js, Express, Vue.js, MySQL, Redis, Docker, microservices); built the Merchandise Management and Alternate Contacts modules, optimized invoicing and reporting, and helped reduce 500+ open production issues to under 20.

- Delivered end-to-end Shopify commerce automation for a digital data products business: subscription billing, DocuSign NDA enforcement before dataset access, NetSuite sync through Celigo, Zapier workflows, automated access provisioning, and a shareable custom cart; built Shopify public and private apps.
- Stabilized an insurance and benefits brokerage platform (Python, MySQL, SQL Server, IIS) of about 30 modules for group insurance quoting, Medicare rating, and COBRA/ACA document generation; moved hard-coded credentials to environment-based configuration and cleared production 500 errors.
- Led modernization of an enterprise IT asset management platform: fixed reporting and export modules, optimized SQL and a GraphQL/Sequelize Vendor TCO dashboard by removing duplicate query execution, and planned migration from Laravel/Angular to React, Node.js, GraphQL, and Micro Frontends.
- Customized the Passbolt password manager (CakePHP, React.js, Docker) with SSO, admin-only private key generation, approval-based download and password-change restrictions, time-based private key downloads, and browser extension changes.
- Led a team of data engineers building Python ETL/ELT pipelines with SQL, shell scripting, and FTP ingestion, and optimized PostgreSQL performance for large client datasets.

Senior Software Engineer | SoftBeans Technologies, Faisalabad, Pakistan

May 2017 – July 2021 (joined as Software Engineer, promoted to Senior Software Engineer)

- Led development of a centralized ERP platform in Laravel with microservices for managing multiple e-commerce channels; built the invoicing module from scratch, added image optimization, and resolved SQL and application performance bottlenecks.
- Integrated Shopify and Magento stores with the ERP over REST APIs and webhooks to synchronize orders, products, and discounts across channels.
- Built a bilingual eLearning platform for Grade 11 and 12 students in Oman with lesson management, interactive quizzes, past paper libraries, progress tracking, and PayPal payments.
- Delivered concurrent client projects in Laravel, CakePHP, CodeIgniter, WordPress, and custom PHP, including custom payment modules and social media integrations; mentored junior developers in an Agile team.

SELECTED PROJECTS

Smog Index Prediction System

- Forecasting system and dashboard for a geography department that uses 8 years of air-pollutant data to predict the smog index for upcoming days.

Autonomous QA Agent for Laravel Applications

- Claude Code skill that performs autonomous browser testing on a Laravel/PHP application, measures UI with DOM probes, generates HTML test reports, and runs from a localhost control panel.

EDUCATION

Bachelor of Science in Computer Science (BSCS)

Virtual University of Pakistan | CGPA: 3.32 / 4.00

CERTIFICATIONS

- Celigo Certified (Levels 1–3)
- IELTS Academic

LANGUAGES

English (Professional), Urdu (Native), Punjabi (Native)