

Ose Ehizojie

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Senior Software Engineer | Platform Engineer | AI Solutions Architect

PROFILE

Senior Software Engineer with experience designing, building, and supporting scalable backend systems, intelligent automation platforms, and cloud-native applications across SaaS and enterprise environments. Proven track record delivering end-to-end software solutions including workflow-driven CRM platforms, AI-assisted operational systems, integration services, and distributed processing platforms that improve operational efficiency, automate business processes, and support scalable service delivery. Experienced across Python, PHP (Laravel), TypeScript, REST APIs, microservices, event-driven architectures, AI-enabled workflows, and cloud platforms including Microsoft Azure, AWS, and GCP. Skilled in designing reliable, maintainable, and production-ready systems using Docker, Kubernetes, CI/CD pipelines, observability tooling, and modern software engineering practices. Strong technical leadership with a proven ability to translate business requirements into scalable software solutions, collaborate with cross-functional stakeholders, and deliver secure platforms that improve operational efficiency and business outcomes.

KEY IMPACT HIGHLIGHTS

Delivered 8+ production-grade CRM, voice, audio, and data-driven platforms, driving automation and operational modernisation across multiple business environments.

Designed an extensible CRM architecture integrating IMAP ingestion, configurable decision logic, and intelligent task routing, cutting manual coordination effort by an estimated 40% and reducing lead response time from hours to minutes.

Engineered accessibility-focused voice and speech platforms achieving 100% offline functionality, including text-to-speech and hands-free mobile interaction capabilities for constrained and low-connectivity environments.

Established scalable ingestion, transformation, and integration pipelines, cutting data-processing latency by an estimated 30-40% and enabling real-time interoperability across distributed systems.

Defined secure multi-user application architectures incorporating tenancy models, RBAC, and governed access controls, cutting access-provisioning time by an estimated 50% and strengthening operational consistency.

Delivered AI-enabled workflow capabilities including prompt pipelines, vector-processing workflows, and retrieval-augmented generation (RAG) features, cutting manual task-handling time by an estimated 25-30% through context-aware, LLM-integrated automation.

CORE COMPETENCIES

Programming & Software Engineering: Python, PHP (Laravel), JavaScript, TypeScript, C#, Java, SQL, REST APIs, Full-Stack Web Development, Backend Engineering, Microservices Architecture, Distributed Systems, System Design, Domain-Driven Design (DDD), Scalable Software Architecture.

AI & Intelligent Systems: LLM Integration, AI Agents, Agentic AI Workflows, Prompt Engineering, Retrieval-Augmented Generation (RAG), AI Workflow Automation, Intelligent Automation, AI-Assisted Development (ChatGPT, Claude, Copilot), Natural Language Processing (NLP), Data Pipelines (ETL/ELT), NumPy, Pandas, PyTorch, Matplotlib.

Frameworks & Tools: Laravel, Node.js, Spark/PySpark, Git, GitLab, GitHub Actions, Azure DevOps, Jira, Confluence, Bash Scripting, CI/CD Pipelines, Automated Testing, Containerised Deployment

Cloud & Infrastructure: Microsoft Azure, AWS, GCP, Docker, Kubernetes (k3s), Terraform (Infrastructure as Code), Cloud-Native Architecture, Serverless Computing, Capacity Planning, Performance Engineering, Observability, Monitoring & Platform Reliability.

Integration & Systems: Event-Driven Architecture, Microservices, Kafka, API Integration, OAuth2, SAML, Distributed Systems Integration, Secure Interoperability.

Databases: MySQL, MariaDB, Azure SQL, Data Lake Gen2, Snowflake

Professional Competencies: End-to-End Delivery, Product Thinking, Discovery-Led Delivery, Cross-Functional Collaboration, Accessibility-Aware Design, Stakeholder Communication, Problem Solving, System Ownership

Engineering Practices: Agile Delivery, Scrum, Technical Leadership, Code Reviews, Automated Testing, CI/CD, Solution Ownership, Cross-Functional Delivery

Data & Analytics: Data Governance, Data Lake Architecture, Data Lifecycle Management, Information Handling Models, Data Quality Management, Snowflake, Azure Data Lake Gen2

CERTIFICATIONS

Oracle Certified Associate (OCA) | Oracle Certified Professional (OCP) | MCSA – SQL Server | MCSE – Business Intelligence | ITIL v3 – Foundation | Scrum Master Certification | Microsoft Certified: Azure Data Engineer Associate (DP-203) – In Progress

PROFESSIONAL EXPERIENCE

AI Systems Engineer / Software Engineer - Stem TipTech (UK) | July 2025 – Present

Led end-to-end delivery of an email-driven CRM platform integrating IMAP ingestion and workflow automation, reducing manual lead-handling effort by an estimated 50% and cutting average lead response time from hours to under 30 minutes.

Defined scalable backend, microservices and API architectures with event-driven integration patterns, enabling reliable interoperability and production-ready services.

Engineered asynchronous ingestion and transformation pipelines supporting high-volume workloads, analytics-ready reporting, and scalable distributed processing.

Delivered lifecycle governance and SLA-driven workflows enabling effective escalation management, operational traceability, and coordinated service delivery.

Implemented adaptive assignment, intelligent routing, AI-agent workflows, and LLM-assisted automation, improving task-allocation efficiency by an estimated 25-30% across multi-user environments.

Defined secure multi-tenant and role-based access control (RBAC) architectures, reducing access-provisioning time by an estimated 50% while strengthening platform governance and controlled scalability.

Coordinated implementation of monitoring, logging, and observability solutions using containerised, metrics-driven practices, reducing incident detection and resolution time by an estimated 30%.

Integrated speech-based AI and intelligent automation capabilities into operational platforms, including voice-recognition pipelines, accessibility-focused interactions, and LLM-enabled workflow features supporting real-time engagement and scalable service delivery.

Designed and delivered cloud-native solutions across Microsoft Azure, AWS, and GCP, leveraging containerised deployments, API-driven integrations, observability, and scalable backend services to build resilient business applications.

Designed and delivered an AI-powered meeting intelligence platform, cutting manual documentation and follow-up time by an estimated 70% through automated transcription, summarisation, and workflow automation.

Technical Consultant – Grantedcs (Consulting) | Jun 2023 – July 2025

Delivered technical support and platform operations across multiple enterprise client environments, managing incidents, service requests, and change workflows through ServiceNow within ITIL-aligned processes, improving SLA compliance by an estimated 15-20%.

Engineered and supported identity and access management workflows across enterprise platforms, reducing new-user onboarding turnaround by an estimated 50% through streamlined provisioning and SSO-integrated access processes.

Diagnosed and resolved application, infrastructure and integration issues across distributed environments, reducing recurring operational incidents by an estimated 25-30% and supporting reliability of business-critical systems.

Supported end-user onboarding and environment provisioning across enterprise productivity and cloud-based platforms, cutting setup time for newly onboarded users by an estimated 30-40%.

Contributed to IT asset lifecycle and configuration management processes, improving operational visibility, standardisation and tracking consistency across hardware, software and managed technology assets.

Produced technical documentation, operational procedures, and end-user guidance, reducing repetitive support tickets by an estimated 20% and accelerating issue resolution across operational teams.

Senior Technical Consultant (Software & Integration) – Avante Consulting Solutions | Aug 2018 – Nov 2023

Delivered enterprise integration and backend engineering solutions for SaaS customer engagement platforms in banking and telecom environments, supporting high-availability services with an estimated 99.9% uptime across customer-facing workflows.

Led migration and operational modernisation of AI-enabled knowledge automation platforms and legacy enterprise systems across AWS, GCP, and hybrid cloud environments, cutting infrastructure maintenance overhead by an estimated 25% and increasing deployment frequency.

Defined workflow automation and structured data-ingestion strategies, cutting manual handling overhead by an estimated 30-35% and improving accuracy across customer service and case-management operations.

Engineered intelligent email-ingestion and classification pipelines using structured decision logic and governed processing workflows, reducing case mis-routing by an estimated 40-50% and improving service-management data quality.

Established API-driven microservices architectures using REST APIs, OAuth2, SAML, and event-driven integration patterns, enabling secure, scalable, and audit-ready interoperability across distributed enterprise platforms.

Conducted cross-layer diagnostics, performance optimisation, and production troubleshooting across backend services and integrated platforms, reducing recurring production incidents by an estimated 25% across live environments.

Coordinated optimisation of ServiceNow-integrated workflows and incident-management operations, improving average incident response time by an estimated 20% across multi-team enterprise support environments.

PRODUCT ENGINEERING & PLATFORM DELIVERY

AudioDesk – Built an offline audio-processing platform supporting recording, editing, enhancement, and playback workflows for reliable local media operations without cloud dependency.

EchoNav (Accessibility Mobile Application) – Engineered an AI-enabled accessibility mobile application integrating voice recognition, speech processing, wake-word detection, and intelligent automation workflows to support hands-free navigation and real-time interaction.

Offline TTS Platform – Developed a local text-to-speech platform enabling reliable offline voice generation and accessibility-focused interaction across low-connectivity environments.

Cybersecurity Profiler – Delivered an AI-enabled recommendation platform generating personalised cybersecurity learning pathways through intelligent assessment and guided progression workflows.

Cyber Baseline System – Established a cybersecurity assessment and reporting platform supporting security posture evaluation, compliance readiness, and governed risk-assessment workflows.

Exam Portal – Developed a digital assessment platform supporting examination delivery, automated result processing, and streamlined academic workflow management.

LovelyKids School Management System – Led development of a full-stack education management platform supporting student lifecycle management, assignment workflows, RBAC governance, and academic process digitisation.

AI Lead Intelligence Layer for CRM – Integrated LLM-powered workflow intelligence and AI-agent capabilities into a Laravel CRM platform to automate enquiry classification, lead summarisation, next-action recommendations, and human-reviewed response generation.

EDUCATION

MSc Artificial Intelligence Manchester Metropolitan University, UK

BSc Computer Science Benson Idahosa University

BEHAVIOURAL SKILLS

Strategic Thinking • Stakeholder Management • Executive Communication • Technical Leadership • Cross-Functional Collaboration • Problem Solving • Adaptability • Delivery Ownership