Open to new roles

Ahmed Tahoun

Full-Stack & AI Product Engineer

I build AI-powered apps, CRMs and sales bots that ship — from first commit to paying customers.

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PROFILE

Full-stack engineer who ships **AI-powered products** end to end: web apps, iOS/Android apps and CRMs built with **React, TypeScript, React Native and Supabase**. Puts LLMs (Claude, Gemini) into real business workflows — AI sales assistants, voice and receipt parsing, on-device assistants — with guardrails, human handover and cost control. Works **AI-native**, orchestrating Claude Code agents and MCP tools to go from idea to production fast. Backed by 10 years in tech across IT support for the Dubai Roads & Transport Authority and growth marketing, so products are reliable for users and built to sell. Arabic & English.

CORE SKILLS

Software
React · TypeScript · Vite | React Native · Expo | Capacitor (iOS & Android) | Supabase (Auth · Postgres · RLS · Edge Functions) | PHP | Shopify | HTML · CSS · Bootstrap | REST APIs & Webhooks | Payments (Paymob · Ziina · RevenueCat · In-App Purchases) | WhatsApp & Telegram Bots | Playwright · GitHub Actions · Sentry | Python · Git

AI Engineering
LLM Apps (Claude · Gemini · OpenAI) | AI Agents & MCP Tools | Agentic Coding (Claude Code) | Structured Outputs & Guardrails | Human-in-the-Loop Handover | Prompt Caching & Cost Control | PII Redaction | AI Workflow Automation

Growth & Marketing
Social Media Management | GA4 · Meta Conversions API | SEO | QR-Code & NFC Marketing | E-commerce | Marketplace & Delivery-App Onboarding | Client Onboarding & Requirements

IT & Support
L1/L2 Troubleshooting | Root-Cause Analysis | Networking Basics | User Training

Claude · OpenAI · supabase · PostgreSQL

EXPERIENCE

Full-Stack Software Engineer — CRM Platform
May – Oct 2026

Medilink360 · Healthcare · Dubai, UAE

- Built core modules of a **production CRM** live across the **UAE, Egypt, KSA and Qatar**.
- Worked daily with sales, training and management teams to find where their work got stuck, then shipped fixes and new features from their feedback.
- Delivered a drag-and-drop clinic rollout pipeline, PDF reports and role-based data access secured with row-level security.

Stack: React, TypeScript, Vite, Zustand, Supabase (Auth, Postgres, RLS, Storage, Edge Functions)

Mobile & AI Software Engineer (Contract)
2026

KitchenTrace · OneThing · Rafiq · Remote

- Delivered **production iOS/Android apps** with payment and subscription APIs (**Ziina, RevenueCat**, App Store & Google Play in-app purchases) and secure webhooks, built with an AI-native workflow (Claude Code agents, MCP tools).
- **OneThing:** bilingual English/Arabic (RTL) productivity app with an **AI assistant** that answers common requests on-device (even offline) and calls Claude only when needed, metered per plan.
- **Rafiq Pro:** coaching marketplace with live video sessions, coach payouts and push notifications, covered by Playwright tests in CI.

Stack: React Native, Expo, Capacitor, React, TypeScript, Supabase Edge Functions, Sentry, GitHub Actions

Lead Product Engineer — Web, Mobile & NFC
2025 – 2026

Grevo · NFC smart business cards & profile app

- Built the **online store, admin dashboard and iOS/Android profile app** end to end, linking NFC cards to digital profiles.
- Grew it to **12,000+ profiles shared in 60+ countries** through product and growth marketing.

Lead Software Engineer — Web, CRM & Growth
2023 – 2025

Where to Spot · Digital product & growth studio

- Delivered **500+ projects for 200+ clients**, owning onboarding, requirements and support.
- Built an **omnichannel e-commerce platform** (PHP) with Paymob payments, Bosta shipping webhooks and one inbox for WhatsApp, Instagram and Messenger.
- Shipped a **Claude-powered AI sales assistant** that answers in the customer's language from live shop data, hands complex chats to a human, strips phone numbers and emails before every call, and runs under a monthly cost cap.
- Automated follow-ups, abandoned-cart and reorder messages over WhatsApp and email, with chat-to-order conversion reporting.
- Client builds: a **custom CRM and website for Target Immigration**, a **Shopify** store (heff.ae), a **Bootstrap** guide to every dive site in Egypt (Dive Wiz Sam) and askmonaeg.com.
- Ran digital marketing and **QR-code campaigns** (QR menus, review and loyalty codes, digital print) for brands across Egypt and Jordan.
- Set up **Odoo CRM automation** and **GA4 / Meta Conversions API** tracking so clients could measure ad spend against sales.

Pandora Egypt · Pandora Jordan · Crowe · Pablo & Abdo · Social Specialty · Coffee Lab · Patteni

IT Solutions Specialist · L1/L2 Technical Support
2021 – 2023

Teleperformance — Dubai Roads & Transport Authority (RTA) project · Dubai, UAE

- Supported **all RTA customer service centers across the UAE** on mission-critical apps.
- Resolved 5–10 software, hardware and network tickets a day, explaining fixes clearly to non-technical staff.

Web Developer & Technical Support Consultant
2018 – 2021

Inspire OBS

- Built the company website, set up its booking-system software and trained end users.

Digital Marketing & E-commerce Specialist
2016 – 2019

Akla Baity · Food brand · HQ Dubai, operations Egypt | **Freelance** (Upwork)

- Ran the brand's social media and launched it on food-delivery platforms (**Glovo, Otlob, elmenus**): listings, menus and pricing.
- Delivered web and digital marketing projects for international clients on Upwork.

Technical Customer Support
2014 – 2015

Orange · Telecommunications · Egypt

- Troubleshot connectivity and service issues by phone and chat, escalating complex cases.

EDUCATION

BSc Computer Science — Cyber Security
Akhbar El Yom Academy · 2020

Languages
Arabic (native) · English (fluent)

CERTIFICATIONS

Anthropic
Claude 101 · Claude Code 101 · Agent Skills

MY PRODUCT

Kipo · heykipo.com
AI expense tracker in Telegram: text, voice notes and receipts read by Gemini in any language fill the user's own Google Sheet. Live with paid plans.