

Mohamed Zaitoun

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PROFESSIONAL SUMMARY

Full-stack developer and AI engineer transitioning into a dedicated software engineering role, with hands-on experience building React/Node.js web applications, integrating third-party APIs, and deploying AI-powered tools in production environments. Background in B2B SaaS and DoorDash merchant operations provides rare product intuition understanding not just how to build restaurant technology, but why operators need it.

TECHNICAL SKILLS

Programming:	Python, JavaScript (ES6+), SQL, HTML5, CSS3
Frameworks:	React.js, Node.js, Express.js, LangChain, Google Apps Script
AI / ML:	LLMs, NLP, Stable Diffusion, Generative AI, Hugging Face, MLflow
Data & BI:	Pandas, NumPy, Matplotlib, Power BI, Tableau, A/B Testing
Tools:	Git/GitHub, Gradio, Google Colab, Salesforce, VMware
Languages:	English (C1), Arabic (Native), German (A1)

WORK EXPERIENCE

Merchant Success Manager | DoorDash

Oct 2025 – Present

- Increased markup sales by 27% QoQ and achieved 133% of the quarterly target by engineering [MSM Markup Tracker](#), a full-stack BI application that automated manual pricing-compliance workflows for CNX vendor floor production.
- Boosted overall CNX vendor sales by 17.9% by building [MSM Campaign Dispatcher](#), an automated application that deploys targeted marketing campaigns by dispatching customized deep-links to merchants in under 10 minutes based on tailored business needs..
- Consistently achieved monthly and quarterly performance targets across a rotating portfolio of **400+ DoorDash merchant accounts** by resolving complex operational complications and driving proactive account management.

SaaS Sales Representative | DoorDash - Commerce Platform

Jul 2025 - Oct 2025

- Achieved 118% of sales quota by driving B2B adoption of the DoorDash Commerce Platform (including white-label online ordering, branded mobile apps, and cross-channel loyalty programs) through full-cycle pipeline management.
- Accelerated deal velocity by 20% by consulting non-technical restaurant operators on digital transformation, mapping out how automated marketing and SEO-optimized web solutions translate to direct revenue growth.

Generative AI Engineer Trainee | Digital Egypt Pioneers Initiative

Apr 2024 - Oct 2024

- Developed [ArtifyAI-v1.1](#), a multilingual text-to-image application, by fine-tuning a **Stable Diffusion** model on 5,000+ COCO images and integrating a **T5 NLP** model to process English, German, Romanian, and French prompts.
- Gained production-grade MLOps experience by utilizing **MLflow** and **Hugging Face** for model versioning, experiment tracking, and deployment pipelines throughout a 177-hour intensive AI/ML program.

AI Engineer (Remote) | Augmentoria, Sweden

Oct 2023 – May 2024

- Built and deployed 3+ LLM-powered business automation applications using LangChain and Python, improving response accuracy and eliminating manual processing bottlenecks across diverse business workflows.
- Developed user-facing data interfaces with **Gradio**, enabling non-technical stakeholders to interact directly with AI pipelines without requiring engineering support.
- Designed and iterated on prompt engineering strategies that optimized model output quality for data extraction, classification, and business automation use cases.

Customer Service Representative | AT&T

Nov 2022 - Oct 2023

- Resolved 94% of technical issues on the first call across 1,000+ client interactions using enterprise tools including **VMware**, **Salesforce**, and **Avaya**.
- Maintained a 96% CSAT rating through structured technical troubleshooting, proactive problem-solving, and consistent client communication.

EDUCATION

B.Sc. Information Technology | Egyptian E-Learning University

Expected: 2026

Nanodegree Data Analysis | Udacity

Completed: 2023

- [No Show Appointments](#) (GitHub): Analyzed 100K+ medical appointments in Brazil using Python to identify no-show patterns and key influencing factors.
- [A/B Test Analysis](#) (GitHub): Evaluated an e-commerce A/B test to statistically determine if a new webpage design increased user conversion rates.
- [SQL Music Store Analysis](#) (GitHub): Queried a digital music store database using advanced SQL to analyze media sales, customer purchasing behavior, and revenue trends.
- [US Census Demographic Data](#) (Tableau): Built interactive Tableau dashboard visualizations of 2015 U.S. county-level census data, synthesizing demographic patterns with documented design rationale.