

Nafeez Imtiaz

Cincinnati, Ohio • inafeez@gmail.com • linkedin.com/in/nafeezimtiaz1 • www.nafeez.dev

Senior AI Engineering Manager

Senior engineering manager with 10+ years in AI and full stack development, leading high-performing teams in an agile workflow. Proven track record in driving AI implementation, resulting in up to 40% increase in customer engagement and satisfaction. Successfully reduced code review time by 30% in 12 months, leading to 20% higher productivity.

WORK EXPERIENCE

LivePerson • 01/2016 – Present

Senior Manager, Conversational AI Engineering

- Mentored and coached a team of 20+ conversational AI engineers, leading to an increase in productivity by 25% and successful alignment with business strategy.
- Enhanced stakeholder engagement and team collaboration by implementing regular feedback mechanisms, resulting in 15% increase in satisfaction scores.
- Led the deployment of AI solutions, increasing project efficiency by 25% within 2 quarters, leading to improved team productivity and cost savings.
- Implemented new systems and processes that reduced weekly code review time by 30% in 12 months, resulting in a 20% increase in productivity for the engineering team.
- Drove the implementation of AI-powered chatbots, leading a team of 20+ engineers, resulting in a 15% increase in customer engagement and satisfaction.

Senior Solutions Engineer

- Increased customer engagement by 40% in 8 months through AI integration with chatbots using Large Language Models across web and app platforms for a leading financial institution.
- Created and delivered 12 technical demonstrations, resulting in a 10% increase within a 12-month period in product adoption and a 15% rise in customer satisfaction.

Premium Support Group Engineer

- Increased customer retention by 15% within 12 months by delivering white-glove technical expertise and comprehensive weekly performance reports.
- Resolved 150 premium support tickets per month within a year with an average satisfaction rating of 4.8 out of 5, resulting in improved customer retention and loyalty.

Self-Employed • 01/2015 - Present

Full Stack Developer

- Designed and implemented full stack web applications, leading to a 35% increase in customer retention and satisfaction, demonstrating proficiency and expertise in the field.
- Developed a responsive e-commerce platform, increasing conversion rates by 40% and boosting sales revenue.

EDUCATION

Georgia Gwinnett College

Bachelor's degree in Information Technology: Software Development

CERTIFICATIONS

Artificial Intelligence Native • 03/2022 - Present

SKILLS

Leadership

- Business Development
- Data-Driven Decision Making
- Innovation & Improvement
- Project Management
- Stakeholder Engagement
- Strategic Planning
- Team Building
- Technical Leadership

Interests

- Hackathons
- Home Automation
- Mentoring and Coaching Juniors

Engineering

- Amazon Web Services (AWS)
- Artificial Intelligence
- Back-End Developer
- CCaaS
- Chatbot Development
- CI/CD pipelines
- Conversational AI
- ELK Stack
- Front-End Developer
- Full Stack Developer
- Generative AI
- Git
- Large Language Models
- Nginx
- Node.js
- React.js
- RESTful APIs
- SQL and NoSQL Databases
- Vue.js