

# Muhammad Usman Mateen

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## PROFILE

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Applied AI engineer and consulting-minded developer who takes technology solutions from problem definition through to measurable business impact. Currently delivering enterprise systems at Energy One while completing an MSc in Applied AI at the University of Warwick (WMG), where every project is run as a client-style consultancy engagement. Pairs real technical depth Python, .NET/C#, cloud, and modern AI and LLM systems with the ability to scope ambiguous problems, engage stakeholders, and turn complexity into clear, commercially focused recommendations. First-Class degree in Computer Science with AI and a proven record of designing and delivering AI products end-to-end.

## CORE COMPETENCIES

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Problem scoping & diagnostics · Stakeholder engagement & communication · AI / LLM solution delivery · Cloud & enterprise architecture · Process automation & data migration · Responsible AI & governance · Agile delivery

## PROFESSIONAL EXPERIENCE

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### Software Developer, Energy One Limited

Jul 2025 – Present

- Diagnosed a recurring operational inefficiency, scoped and delivered an internal automation tool, and created measurable business value by reducing manual processing, improving turnaround time, and lowering operational cost.
- Partner with business teams to translate operational and commercial requirements into delivered technical solutions for enterprise energy-trading (ETRM) systems — owning work from requirements through design to deployment.
- Act as the link between technical delivery and the business, communicating decisions, trade-offs, and progress to non-technical stakeholders throughout each engagement.
- Introduced AI- and automation-based tooling, including LLM/RAG solutions and Jira/Zendesk integrations, to streamline internal workflows and reduce manual effort across teams.
- Deliver within an Agile environment using SQL Server, REST APIs, and Azure DevOps, maintaining quality through peer review and testing.

### Software Engineer Intern, Energy One Limited

Sep 2024 – Jul 2025

- Contributed to data processing and analysis for AI-based energy-market prediction models and supported feature development across the platform.
- Built a strong understanding of how technical delivery connects to business outcomes through exposure to QA, support, and load testing in a live trading environment.

### Senior IT Support Engineer, Smarttel (Remote)

Apr 2023 – Oct 2024

- Resolved complex infrastructure issues for business clients with a 95% resolution rate, building client-facing communication and structured problem-solving under operational pressure.

## EDUCATION

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### MSc Applied Artificial Intelligence, University of Warwick (WMG)

Sep 2025 – Sep 2026

- Deliver AI projects as **consultancy-style engagements for a simulated client (IntelliSys Ltd.)** — scoping business problems across healthcare, finance, and intelligent systems, and recommending where AI delivers practical, deployable value.
- Produced AI adoption strategies, risk assessments, and mitigation plans, presenting recommendations to mixed technical and non-technical audiences.
- Led the technical delivery of an **Ethical AI assessment of an NHS chest X-ray triage system**, evaluating governance, bias, transparency, and the responsible deployment of a real healthcare AI product.
- Dissertation on enterprise Retrieval-Augmented Generation (RAG): benchmarking retrieval strategies on a financial dataset (FinanceBench) to determine which best support querying internal business data.

### BSc (Hons) Computer Science with Artificial Intelligence — First-Class Honours, Coventry University

Sep 2022 – Jul 2025

- Final Year Project: delivered an AI forecasting model on live energy-market data, from problem definition through to evaluation against baseline approaches.
- Built a full-stack Manufacturing Resource Planning (MRP) system with role-based access control (coursework, 82%). Member of the AI Race Team.

## SELECTED PROJECTS

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### Migrayt — B2B SaaS Product (Founder)

Ongoing

- Conceived, designed, and built a commercial SaaS product that automates a slow, manual enterprise process — project-data migration between Azure DevOps and Jira — taking it from concept to live deployment.
- Architected a secure, scalable, multi-tenant cloud platform (AWS, infrastructure-as-code) with an AI-driven data-processing layer operating under a strict enterprise data-privacy model.
- Established the product's commercial foundation — automated CI/CD, tenant isolation, and usage-based pricing — moving it beyond a prototype toward a sellable, scalable service.

### SentryML — AI Security Solution, NatWest × Google Cloud Hackathon

Mar 2026

- Designed and delivered an AI firewall detecting LLM prompt-injection attacks at **97% accuracy and sub-millisecond latency** in 48 hours, pitching the business case to NatWest and Google Cloud judges.
- Deployed the solution to GCP Cloud Run, published it as an open-source Python SDK, and built a React monitoring dashboard for real-time visibility.

### GrabStays — Student Tenancy Platform (Founder)

Oct 2025 – Present

- Identified an unmet market need and independently built and launched a verified student subletting platform across two universities, including a zero-budget go-to-market campaign spanning print, Reddit, and student press.
- Owned the full lifecycle — market research, product design, build, deployment, and customer acquisition — as a solo founder.

### Paggio — Developer Tool (Founder)

Mar 2026

- Built and publicly launched a webhook debugging and replay tool on Product Hunt, taking it from initial idea to live product.

### PhoneHub — Point-of-Sale System (Client Delivery)

2024

- Designed and built a point-of-sale and inventory system for a family-run phone-repair business, working directly with the owner to translate real operational needs into a working product handling sales, stock, and day-to-day operations.

## TECHNICAL SKILLS

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**Programming & Frameworks** Python, C#/.NET, ASP.NET, TypeScript/JavaScript, SQL, C++; FastAPI, React, Next.js, Node.js, Tailwind CSS

**AI & Machine Learning** LLM applications, Retrieval-Augmented Generation (RAG), prompt engineering, embeddings & vector search (FAISS, BM25), NLP, model fine-tuning (DistilBERT), explainable AI (SHAP, Integrated Gradients); TensorFlow, PyTorch, Scikit-learn, Hugging Face

**AI Tooling & Agentic Dev** Anthropic Claude API, Model Context Protocol (MCP) — including a custom MCP server built in TypeScript; Claude Code, Cursor, Windsurf, n8n workflow automation

**Cloud & DevOps** AWS (ECS, RDS, SQS, VPC, Secrets Manager), Terraform (Infrastructure as Code), Azure DevOps (CI/CD), GCP (Cloud Run), Docker, Git, Firebase

**Data & Integration** SQL Server, PostgreSQL (multi-tenant schema design), Firebase Firestore; REST APIs, webhooks, Postman; system & data migration (Jira, Zendesk, Azure DevOps), Stripe

**Consulting & Delivery** Problem scoping & diagnostics, requirements gathering, stakeholder communication, AI adoption strategy, risk assessment, rapid prototyping, Agile / Scrum

**Spoken Languages** English (Fluent), Urdu (Fluent), Portuguese (Intermediate)

## ADDITIONAL

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- First-Class BSc in Computer Science with AI, with a consistent record of independently shipping products end-to-end — five live or completed builds across SaaS, security, consumer platforms, and client delivery (Migrayt, SentryML, GrabStays, Paggio, PhoneHub).
- Built a **Zendesk-to-Jira migration suite** that automates the end-to-end transfer of support tickets and project data between platforms, preserving structure and history — the same migration expertise that underpins Migrayt.
- Comfortable operating at the frontier of AI-assisted development, building agentic and LLM-based tooling as part of day-to-day work.
- Google Cybersecurity Certificate.

*References available on request*