

AMIR SHAHZAD HASHMI

Full-Stack AI Automation Engineer | Agentic AI Systems, Workflow Automation, React & FastAPI

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PROFESSIONAL SUMMARY

Full-stack engineer building AI automation for production: agentic LLM systems on the Anthropic API, workflow automation across third-party platforms and APIs, and the React, Next.js and FastAPI applications around them. 5+ years of full-stack delivery; currently shipping AI-powered support automation and internal tooling for Nexar, fully remote.

TECHNICAL SKILLS

AI & Automation: Anthropic API (tool calling), agentic RAG, LLM pipelines, generative AI, workflow automation, Vertex AI

Languages: Python, JavaScript, SQL, C#, Java, C/C++

Back End & APIs: FastAPI, Node.js, REST APIs, third-party API integration (Shopify, Intercom, Recurly, Fulfillrite)

Front End: React, Next.js, Tailwind CSS, Bootstrap, HTML, CSS, responsive UI design, embedded chat widgets

Databases: SQL, SQLite, MongoDB, Firebase, BigQuery, database design and development

Cloud & DevOps: AWS, GCP, Docker, CI/CD with GitHub Actions, server setup and management, deployment pipelines

Practices & Tools: Git and GitHub, Agile collaboration, OOP, data structures and algorithms, scalable architecture

PROFESSIONAL EXPERIENCE

Software Engineer (AI, Automation & Web Development)

Sep 2025 – Present

Coders Alley | Client: Nexar | Full-time, Remote

- Ship AI and generative AI features into production systems, including AI-powered customer support automation built on the Anthropic API with native tool calling rather than third-party orchestration frameworks.
- Design and implement automation workflows that replace manual, cross-platform operations, integrating Shopify, Intercom, Recurly and Fulfillrite through their APIs.
- Build full-stack internal tooling and user-facing components in Python (FastAPI) and JavaScript (React), giving support agents a single interface for back-end operations across systems.
- Own client deliverables end to end, from workflow design and API integration through to production release.

MERN Stack Developer

Jul 2021 – Aug 2025

Local clients (web application development)

- Built and deployed full-stack web applications for local clients with MongoDB, Express, React and Node.js.
- Designed database schemas and back-end APIs, plus Firebase authentication and real-time features over WebSockets.
- Handled server setup, deployment pipelines and basic DevOps tasks for stable, scalable production performance.

PROJECTS

AI-Powered Customer Support Agent (Client: Nexar)

Python, FastAPI, SQLite, React, Anthropic API

- Built a hierarchical agentic RAG system for automated customer support on native Anthropic API tool calling, with no LangChain or third-party orchestration framework.
- Architected a multi-model pipeline: Haiku routes incoming requests, Sonnet handles agentic reasoning and tool use.
- Delivered it with a React and FastAPI demo storefront (SQLite) and an Intercom-style embedded chat widget.

NexClick Ops: Internal Support Tooling Platform (Client: Nexar)

Shopify, Intercom, Fulfillrite, BigQuery

- Designed and built an internal permissions and actions platform that gives support agents one interface to trigger back-end operations across multiple systems.
- Integrated Shopify (order cancellation, refunds, metafields), Intercom (attribute writes), Fulfillrite (fulfillment polling) and BigQuery (audit logging), replacing fragmented manual processes.

AI-Powered Workforce Analytics Dashboard

Python, LLM-driven analysis

- Built a workforce analytics dashboard processing data for 500+ employees, using Python and LLM-driven analysis to surface performance patterns and flag retention risk for management decisions.

EDUCATION

BS Computer Science, COMSATS University Islamabad

Aug 2021 – Jun 2026

Languages: English (highly proficient), Urdu (native)