

MOHAMED SHAHEEN

AI & DIGITAL TRANSFORMATION CONSULTANT | FOUNDER | ENTERPRISE SOLUTIONS LEADER

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PROFESSIONAL SUMMARY

AI and Digital Transformation Consultant with 20+ years of experience designing, selling, and delivering enterprise, telecom, public-sector, retail, banking, healthcare, and philanthropy solutions across MENA. Founder of Appgain.io and co-founder of iKhair, the region's first donation fintech platform. Expertise spans generative AI, RAG, conversational and voice AI, machine learning, AlaaS, HPC, cloud architecture, digital identity, mobile payments, marketing automation, and enterprise integration. Proven record includes platforms serving millions of monthly users at 99.9% SLA, AI voice automation reducing call-center workload by 70%, retail demand forecasting above 95% inventory accuracy, and AED 42 million in donation transactions.

CORE COMPETENCIES

AI & Machine Learning: Generative AI, NLP, pattern recognition, predictive analytics, RAG, recommender systems, AI moderation, TensorFlow, PyTorch, Scikit-learn, Hugging Face, Meta LLaMA
Conversational & Voice AI: Model Context Protocol (MCP), Anthropic Claude API, OpenAI API, Gemini, enterprise chatbots, Google Speech-to-Text, TTS, ASR, agentic workflows
Cloud, Data & DevOps: Azure, AWS, GCP, OVH, on-premise HPC, Kubernetes, Docker, microservices, MongoDB, PostgreSQL, Redis, Cassandra, RabbitMQ, BigQuery, Prometheus, Grafana
Enterprise Consulting: AI strategy, digital transformation, solution architecture, RFPs, tenders, proposals, pre-sales, PoCs, C-level advisory, compliance, KPI-driven implementation, product innovation
Platforms & Integrations: Odoo ERP, Shopify, SaaS automation, CRM, omnichannel marketing, WhatsApp Business API, mobile wallets, KYC, biometrics, PKI, HSM, SIM Toolkit, OTA

PROFESSIONAL EXPERIENCE

Founder & Principal Consultant — AI & Cloud Solutions | Appgain.io

Cairo, Egypt | 2019–Present

- Founded and scaled an AI-powered marketing automation and retail technology company serving 500+ e-commerce stores across MENA.
- Deliver AI/ML solutions including recommendation engines, predictive analytics, NLP bots, RAG knowledge assistants, personalization, and conversational AI using MCP, Anthropic, OpenAI, and Gemini APIs.
- Designed AI voice cash-on-delivery confirmation using generative voice and Google Speech-to-Text, reducing call-center workload by 70%.
- Built AI moderation for Toki Live using NLP and pattern recognition, achieving zero policy violations.
- Developed RetailGain demand forecasting with 95%+ inventory accuracy; launched Shrinkit.me AI marketing automation.
- Architected cloud-native and hybrid platforms with Kubernetes, Docker, Redis, RabbitMQ, Prometheus, and Grafana, supporting millions of monthly active users at 99.9% SLA.
- Led RFPs, proposals, technical presentations, PoCs, and C-level consulting for enterprise clients, including multi-year banking and healthcare engagements.

Co-Founder & Consulting CTO | iKhair

Dubai, UAE | 2011–2024

- Co-founded the region's first donation fintech platform and guided its technology and digital fundraising strategy for 11+ years.
- Enabled AED 42 million (approximately USD 11 million) in donation transactions while advising NGOs on engagement, compliance, and operational scale.
- Designed hybrid architecture combining Azure-hosted applications with on-premise edge nodes and introduced AI donor segmentation and recommendation capabilities.

Solutions Manager & Consultant | Thales Digital Identity & Security (Gemalto)

Dubai, UAE | 2010–2019

- Led national-scale KYC and digital identity programs across the Middle East for Etisalat, Vodafone, du, banking, and government stakeholders.
- Designed biometric verification SDKs covering fingerprint, face, voice, and liveness detection to reduce spoofing and identity fraud.
- Implemented SIM authentication and over-the-air platforms for secure mobile access and customer onboarding.
- Coordinated multi-vendor HSM, PKI, and SIM applet integrations and security key-management ceremonies with telecom operators and banks.
- Led pre-sales workshops, RFP responses, proposals, and PoCs while aligning solutions with global security standards and local telecom regulations.

Senior Integration Specialist — Mobile Wallet | Axiom Telecom

Dubai, UAE | 2008–2010

- Designed and integrated one of the region's first SIM Toolkit mobile wallets for payments, balance top-up, and utility services.
- Integrated telco billing, recharge, and settlement systems for secure real-time transactions while meeting GSM and mobile-payment requirements.
- Led end-to-end integration testing and go-live, reducing deployment time and supporting resilient service operation at scale.

Senior Application Developer | Qtelmedia

Dubai, UAE | 2008

- Developed a high-throughput, low-latency Mobile TV backend using TIBCO middleware and InterSystems Caché.
- Integrated telco billing for subscription monetization and designed real-time orchestration for channel management and customer provisioning.
- Delivered APIs and middleware connectors supporting operator integration across devices and networks.

SELECTED PLATFORMS & SOLUTIONS

- ConnectGain: AI omnichannel CRM with RAG engagement, multilingual automation, call intelligence, and a unified inbox across WhatsApp, Messenger, Instagram, Telegram, TikTok, Shopify Inbox, and email.
- AppBoost: AI omnichannel marketing cloud for WhatsApp, SMS, email, web push, and app push, including customer segmentation, attribution, and automation journeys.
- Shrinkit.me: Plug-and-play marketing automation for Shopify, Salla, and Zid with RFM segmentation, AI bilingual copy, abandoned-cart journeys, short links, and Meta CAPI.
- RetailGain: Cloud retail operating system with POS, inventory, loyalty, marketplace sync, demand forecasting, and KSA/Egypt VAT and e-invoice compliance.

EDUCATION & CERTIFICATIONS

Bachelor of Science in Computer Engineering — Mansoura University, Egypt | 1997–2002

Innovation for Startups — University of Maryland | 2014

Certifications: Project Management Professional (PMP) | ITIL Foundation | TOGAF (2019) | IBM Generative AI Diploma

RECOGNITION & ACCELERATORS

- Obama Foundation African Leaders program — selected among 200 African leaders in 2018 for social entrepreneurship and community impact.
- 500 Global Startup Accelerator — Appgain.io.
- Unifonic SaaS Accelerator — Appgain.io.
- Flat6Labs Cairo alumnus and GIMED EU Grant winner — Nabolia.

TOOLS & TECHNOLOGIES

Python | Node.js | React | Flutter | TensorFlow | PyTorch | Scikit-learn | Hugging Face | LLaMA | Gemini | Anthropic Claude | OpenAI | MCP | RAG | FastAPI | Kubernetes | Docker | Azure | AWS | GCP | OVH | MongoDB | PostgreSQL | Redis | Cassandra | RabbitMQ | BigQuery | Elasticsearch | Nginx | Cloudflare | GitLab CI | GitHub Actions | Codemagic | JIRA | Mixpanel | Firebase | Postman | Sentry | Prometheus | Grafana | Loki | Odoo | Shopify