Omar Eid

LOCATION Austin, Texas **EMAIL** omar_eid21@yahoo.com
LINKEDIN linkedin.com/in/oeid **GITHUB** github.com/omars-lab
WEBSITE www.bytesofpurpose.com **PATENTS** 1 Patent

SUMMARY

Customer-focused Software Lead with 12+ years of experience, driven by a passion for building products people use and love. Expert in Python, Applied AI, and AWS, with a proven track record of translating complex user needs into high-adoption solutions that have improved the experience for millions. Great at aligning tech teams on a shared mission. Seeking a challenging and impactful leadership role in the Agentic AI space.

WORK EXPERIENCE

Senior Software Engineer   **Amazon - Austin, Texas**   **Aug 2021 - Present**

- Pioneered the adoption of GenAI Tools across the org. Attended AI Conferences and shared the learnings. Established an MCP server for our org with custom tools and prompts resulting in 25+ productivity-boosting shared prompts. Placed amongst the top 10% of most active GenAI CLI users (q-cli) across the company.
- Lead the design, architecture, and implementation of a new "Driver Feedback" page in Amazon's Customer Service Agentic AI Stack. Drove alignment with over 12 teams (including a team of Applied Scientists) to ensure the Customer Service Stack properly identified customer intent and routed customers to the form in a seamless fashion. Managed a team of 10 and engaged with 45+ stakeholders to bring the feature to life. The change led to 75%+ reduction of contacts per customer with driver related concerns translating to an estimated annual reduction of over 1 million customer service associate contacts.
- Authored the complete technical vision and multi-year roadmap to vend personalized recommendations for classified digital items.
- Served as a "Bar Raiser" in technical design (Design Champion) along with experiment design (Weblab Bar Raiser), providing critical feedback on over 50 system designs and over 150 experiment designs across the org.
- Spearheaded the definition of requirements for a new Returns and Chargebacks system, translating ambiguous business needs into a concrete technical roadmap and driving alignment across 4 Product Managers.
- Owned the design, architecture, and implementation of a central Tier-1 Digital Fulfillment Service; architecting it to handle over 250 Customer TPS, and leading a team of 14+ engineers to successfully deliver the critical project on time. Drove alignment across 10 internal and external teams (75+ stakeholders) to ensure proper upstream and downstream integration of the central, mission critical system in the process.
- Optimized the architecture of a big data processing pipeline resulting in a reduction of $2.5 million in annual operational cost savings, 36% reduction in annually provisioned hardware, and 98% reduction in data staleness operational issues.

Senior Software Engineer   **CognitiveScale - Austin, Texas**   **2020 - Aug 2021** 📅

- Invented and led the development of "Profile-of-One," a core platform feature that became the company's primary market differentiator, leading to a significant increase in customer inquiries and adoption.
- Earned the _2020 Customer Hero Award_ for unblocking negotiations with 5 different Fortune 500 customers by leading high-impact, technical workshops that demonstrated clear platform value.
- Fostered a culture of customer obsession by spearheading a customer feedback framework that systematically translated hundreds of customer requests into actionable development priorities, directly influencing the product roadmap.
- Guided high-performing teams to deliver 5+ complex AI solutions, ensuring a persistent focus on business value and quality that resulted in 10+ new commercial opportunities.
- Increased ML pipeline throughput by 536% (from 110 to 700 predictions/sec) by re-architecting a GPU-intensive solution, clearing a 2-billion-image backlog for a Fortune 500 client, and securing a contract renewal with the client plus four different expansion deals.

Product Engineer   **CognitiveScale - Austin, Texas**   **Oct 2015 - 2020** 📅

- Secured a new company patent by inventing, architecting, and implementing an AI-focused solution in the news discovery domain.
- Drove the acquisition of our first Fortune 500 customer (Barclays Wealth) and unlocked 4 subsequent engagements by architecting and delivering a compelling AI/ML proof-of-concept to their C-suite in just 9 weeks.
- Directed the end-to-end development of 3+ developer-facing capabilities to our AI platform by managing/facilitating work across 10+ various teams (the Executive, Sales, Marketing, Product Management, Design, Platform, AI/ML, Testing, Technical Writing, Training, Support, and Delivery Teams).
- Streamlined the AI Development Life Cycle, reducing solution architecture time on our platform by over 15% by standardizing phases and clarifying feature use cases.
- Minimized wasted code across the company by over 25% through company-wide governance of AI solution development and by successfully advocating for the creation of 10+ reusable software components.
- Pioneered the implementation of the first production-ready application on 2 different major versions of our AI Platform; proactively discovering 10+ usability issues and 25+ bugs before our customers encountered them.

Software Engineer   **Seagate - Austin, Texas**   **April 2015 - Sept 2015** 📅

- Advanced the cloud transformation initiative within the company by implementing one of its first redfish compliant APIs.
- Pioneered the adoption of docker within the company, leading the effort to architect and implement many of the first docker based microservices within the enterprise.

Software Engineer   **Connectloud - Dallas, Texas**   **May 2013 - March 2015** 📅

- Reduced client onboarding time from 3 days to 2 hours by automating cloud infrastructure provisioning and configuration.
- Established an automated CI/CD pipeline within the company, reducing release time by 80% and enabling the ability to release new software daily. Accomplished this by setting up a build server, identifying repetitive release tasks, and automating them through build job configurations.

EDUCATION

B.S in Computer Engineering with a Minor in Business Administration   **UT Dallas**

- Graduated with a GPA of 3.97 and Summa Cum Laude Degree Honors
- Earned a Full Scholarship.
- Made The Dean's List 5 different semesters

- **Agentic AI:** Multi-agent Systems, RAG/GraphRAG, Windsurf, Cursor, Amazon Q, LangChain
- **Languages:** Python, Java, Bash, SQL, TypeScript/JavaScript
- **Cloud & DevOps:** AWS (Expert), Docker, Kubernetes, Terraform, Jenkins, CI/CD
- **Datastores:** DynamoDB, PostgreSQL, MongoDB, Redis, Elasticsearch, s3
- **Data Processing & ML:** Apache Spark, Pandas, NumPy, Airflow, Scikit-learn, PyTorch
- **Architecture:** Distributed Systems, Applied AI, Microservices, Event-Driven Architectures, REST API

References Available Upon Request