

Qossay Abuamriya

qossay.amriya@gmail.com | +971551538289 | Dubai, UAE

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Profile Summary

Software Engineer specialized in **AI and cloud** solutions that address business and user challenges, with expertise in leveraging AI and cloud services from major providers such as **Azure, OpenAI, IBM, AWS, Anthropic, Cohere, and Google**. Experienced in **NLP, OCR, STT, TTS, and LLMs**, and adept at planning, designing, and developing software for cloud environments by leveraging cloud scalability and availability to maximize AI impact.

Professional Experience

Business Digital Transformation Engineer

Takaful Emarat Insurance PSC.

Jun. 2024 – Current

On-site, Dubai

- Developed an **AI-powered customer support Agent** that generates **tailored, well-structured responses** based on user data and is equipped with tools that enable interaction with core system functionalities. Utilizing **Airia Platform** and LLMs from **OpenAI and Cohere**, with full attention to control and security through **guardrails, content filtering, and Responsible AI practices**, ensuring **safe and reliable** interactions, **reducing the TAT by 70%**.
- **Led the business requirement analysis and developed a cost-efficient tool** for advanced **identity document processing** using **Azure OCR, Document Intelligence, and Azure OpenAI LLMs**, capable of handling mixed document types, formats, and resolutions, resulting in a **50% reduction** in processing time by optimizing **data refinement and model selection**.
- Designed and implemented **advanced AI-powered search workflows** integrating **data refinement, hybrid search (keyword and semantic)**, and retrieval from diverse sources (**SQL, unstructured text, vector stores**) using **LangChain, Azure AI Search, and AI Foundry** —enhancing internal search tools and **reducing data retrieval time** for operations teams **by 30%**.
- Utilized **Azure AI Foundry** to integrate **Cohere Command R+ and Embed 4** models into **Agentic RAG pipelines**, increasing older RAG pipelines' **accuracy by 40%**.
- Led the **evaluation of 15+ AI platforms**, analyzing **features** like fine-tuning, **RAG support, integrations, responsible AI**, and pricing to recommend the most suitable solution.
- Utilizing **Azure App Service and Container Apps** to deploy and configure applications on **Azure web apps and Container Apps**. Configuring **CI/CD pipelines** and setting up ingress controllers, **reducing time-to-market by 25%**.

Cloud and DevOps Engineer

CoolRiots - IBM Partner.

Oct. 2022 – Oct. 2024

Hybrid, Singapore, Malaysia

- Implemented **Kubernetes (AKS, IKS, and OpenShift)** for orchestrating various application deployments, ensuring a remarkable **99.95% uptime and availability**. Demonstrated expertise in configuring **NGINX for load balancing and high-availability setups**, adhering to both **IBM Cloud and Azure's operational standards and best practices**.
- Proficient in **designing and deploying cutting-edge solutions on Azure PaaS offerings**, focusing on optimizing performance,

security, and user experience, leading to a **20% increase in system efficiency**.

- Utilized Azure Storage Accounts in implementing scalable mobile **AI-driven apps, optimizing data accessibility, and enhancing AI capabilities**. These solutions streamlined data processing and reduced operational overhead, **improving overall system efficiency by 50%**.
- **Proficient in Azure DevOps** for continuous integration and deployment, ensuring efficient development of lifecycles. Proactively stays updated on the latest Azure advancements to drive continuous innovation in app development aligned with business goals. **Developing over 20 CI/CD pipelines using Azure DevOps and GitHub Actions**, leading to a **notable 30% reduction in deployment time** and enhanced project efficiency across various stages.
- Leveraged **Terraform for Azure** to **automate the provisioning and management of cloud infrastructure and Kubernetes resources**, enhancing deployment efficiency and **consistency across multiple environments**. This strategic implementation streamlined operations and **reduced setup times by over 30%**.
- **Deployed, configured, and managed an advanced monitoring solution - Grafana with Loki and Prometheus**, for monitoring the health and performance of the platform and infrastructure.

Skills

Technical skills - AI: LLMs inference, Prompt Engineering, Fine Tuning, RAG, GenAI, OpenAI, Gemini, Cohere, Claude, Airia Platform, LangChain, LangGraph, MS Semantic Kernel, CrewAI, MCP, MS Foundry, Responsible AI, Multi-agent.

Technical skills - Cloud: Azure PaaS, Azure SaaS, IBM Cloud, GCP, REST APIs, Git, GitHub, Bash, Python, ASP.Net, SQL, Docker, Scrum, Kubernetes, Red Hat OpenShift, Grafana, Prometheus, Loki, IaC, Terraform.

Soft Skills: Project management, leadership, adaptability, problem-solving, public speaking, and agile teamwork

Languages: Arabic (native), English (professional).

Awards and Certificates

Microsoft Certified: Azure Developer Associate	Issued by Microsoft· May. 2025
Microsoft Certified: Azure AI Engineer Associate	Issued by Microsoft· Jan. 2025
Microsoft Certified: Azure Administrator	By Microsoft. In progress
Microsoft Certified: Azure DevOps Expert	By Microsoft. In progress
Certified Kubernetes Administrator	Issued by Udemy. Feb. 2024
Microsoft Certified: Azure Artificial Intelligence Fundamentals	Issued by Microsoft· May. 2023
Microsoft Certified: Azure Security, Compliance, and Identity	Issued by Microsoft· Mar. 2023
Microsoft Certified: Azure Data Fundamentals	Issued by Microsoft· Feb. 2023

Education

University Malaysia of Computer Science & Engineering (UNIMY)	Mar.2024
Bachelor's degree in software engineering (Hons) 3.73 CGPA Full scholarship	<i>Kuala Lumpur, Malaysia</i>