

Ward Shoqairat

AI Solutions Engineer · Professional Services — MENA

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📍 Amman, Jordan ·

PROFILE

AI Solutions Engineer and customer-facing technical specialist with 2+ years deploying production AI systems across the MENA region. Hands-on experience with Linux (Ubuntu), Docker containerization, Python scripting, Oracle Data Science ML pipelines, and RESTful API integration. Built and shipped a full AI-powered platform end-to-end. Native Arabic speaker with deep enterprise client experience across Saudi Arabia, UAE, Qatar, and Jordan — uniquely positioned to bridge technical depth with MENA market knowledge for Run:ai's regional enterprise expansion.

PROFESSIONAL EXPERIENCE

AI Solutions Specialist & Technical Customer Success

Feb 2025 – Present

iFact.sa · Amman, Jordan (Remote — MENA)

- Onboarded and managed enterprise clients onto AI platforms — owning the full technical lifecycle from requirements, integration, and configuration through live production and optimization.
- Built and deployed Docker-containerized AI agent services, managing container configurations and ensuring reliable production deployments across client environments.
- Mapped and integrated RESTful API connections between AI platforms and enterprise CRM/ERP systems, troubleshooting production blockers and ensuring system reliability post-launch.
- Wrote Python scripts to simulate backend behavior, automate data flows, and prototype integrations — enabling faster client onboarding and reducing manual configuration overhead.
- Analyzed system logs and performance data to identify bottlenecks and failure points in AI agent pipelines, driving optimization cycles that improved reliability and task completion rates.
- Served as primary technical advisor for enterprise accounts across KSA, UAE, Qatar, and Jordan — translating complex AI system behavior into actionable guidance for both technical and non-technical stakeholders.
- Produced technical content including integration guides, demo scripts, and API documentation to support client self-sufficiency and accelerate time-to-value.

Solutions Architect & AI Platform Engineer

Mar 2024 – Apr 2025

Extreme Cloud Systems · Amman, Jordan

- Built and delivered bilingual (Arabic/English) AI solutions using Oracle Cloud Infrastructure — including Oracle Data Science pipelines for ML model workflows, feature engineering, and automated data processing.
- Designed and executed end-to-end ML pipeline PoCs on OCI: data ingestion, model training, deployment, and monitoring — demonstrating production-scale AI to enterprise clients in banking, insurance, and real estate.
- Configured Oracle Digital Assistant deployments integrated with backend data systems via FreeMarker templates and REST APIs, managing the full technical delivery lifecycle.
- Worked in Linux environments for OCI CLI operations, scripting automation tasks, and managing cloud resource configurations across development and staging environments.
- Collaborated with engineering teams to resolve technical blockers, document integration patterns, and build reusable deployment frameworks that shortened client onboarding timelines.

Independently Built Platforms

- **Chef Marketplace (getyourchefs.com · Vercel):** Full-stack marketplace connecting private chefs with clients — chef profiles, experience listings, booking flows, search & filtering, and reviews. Built and deployed end-to-end using AI-assisted development.
- **Car Dealership Platform (Vercel):** Complete automotive dealer platform with live inventory, vehicle search, financing application, payment calculator, and test drive scheduling — production-deployed.
- **Built Image Website (Cloudflare):** Premium architectural scale models company site for a Riyadh-based firm serving BIG, KPF, SOM, and Zaha Hadid Architects — full portfolio, VR/AR/3D printing services, multi-language support.

- **AI Interior Staging via WhatsApp:** FastAPI + PostgreSQL + Redis + Docker platform delivering OpenAI Vision-powered room staging over WhatsApp Business API — processing room images and returning AI product recommendations for Gulf retail.
- **Video Ad Pipeline:** Python pipeline (MoviePy, Claude API, FFmpeg) batch-processing inventory CSVs into styled video ads — containerized and production-deployed for a car dealership.

TECHNICAL SKILLS

Infrastructure & DevOps

- Linux / Ubuntu — dual boot, CLI, bash scripting
- Docker — containerized platform builds & deployments
- RESTful API design, integration & troubleshooting
- Webhook architecture & event-driven integrations
- Python scripting, automation & pipeline development
- FastAPI, PostgreSQL, Redis — production stack

AI / ML & Data

- Oracle Data Science — ML pipelines, model workflows
- Feature engineering & automated data processing
- OpenAI API, Claude API — production AI integrations
- WhatsApp Business API — Meta for Developers
- Conversational AI agents — voice, chat, IVR
- Prompt engineering & LLM workflow optimization

Customer & Technical Success

- Enterprise onboarding & lifecycle management
- Technical documentation & integration guides
- System log analysis & performance optimization
- Stakeholder management — C-suite to engineering
- Live demos, PoC delivery & production handoff
- MENA enterprise market — KSA, UAE, Qatar, Jordan

Cloud Platforms

- Oracle Cloud Infrastructure (OCI) — multi-certified
- Oracle Digital Assistant (certified professional)
- Azure AI Services — certified, studying AI-102
- AWS & GCP — foundational exposure
- Arabic (Native) · English (Advanced)

TOOLS & STACK

Systems & Infra	Languages & Dev	AI & ML	Cloud & Tools
Linux / Ubuntu Docker Bash Scripting Postman / API Testing	Python FastAPI HTML / CSS SQL / PostgreSQL	Oracle Data Science OpenAI / Claude API Oracle Digital Assistant WhatsApp Business API	Oracle Cloud (OCI) Azure AI Services Redis Figma

CERTIFICATIONS

- Oracle Generative AI Certified Professional (OCI)
- Oracle Digital Assistant Professional
- Oracle Machine Learning using Autonomous Database Certified Associate
- OCI AI Foundations Associate
- OCI Foundations Associate
- Azure AI Fundamentals — Microsoft · Studying: AI-102

EDUCATION

B.Sc. Business Information Technology

University of Jordan · 2019 – 2023

Languages: Arabic (Native) · English (Advanced)