

Omar Ahmed

Pickering, ON, Canada (Canadian Citizen) | omar.ahmed@gmail.com | [linkedin.com/in/ahmedomair](https://www.linkedin.com/in/ahmedomair)

Professional Summary

Senior Software Engineer with 11+ years taking new products from prototype to production across distributed systems, data pipelines, and developer tooling. At Shopify, took two new apps to public launch and built AI pricing tooling in Sidekick, adapting fast as the company shifted and moving teams onto new platforms early.

Technical Skills

AI & Agentic Systems: MCP, LLM Tool Use, LLM Evals, Claude Code, Codex, Pi/OMP extensions, Agent Skills

Languages & Frameworks: Ruby on Rails, Node.js, React, React Router, TypeScript, Python, GraphQL, SQL

Data: MySQL, PostgreSQL, Redis, Memcached, Kafka, BigQuery

Cloud & Reliability: Kubernetes, Docker, Terraform, AWS, GCP, OpenTelemetry, Grafana, PromQL, SLOs, CI/CD

Professional Experience

Shopify

Toronto, ON / Remote

Senior Engineer, Growth R&D

Jun 2022 – Sep 2026

- Built Smart Pricing, Shopify's highly rated AI pricing and experimentation app, from scratch to production in under a year: TypeScript/React on GCP Kubernetes, MySQL, PostgreSQL views, ML model output, BullMQ.
- Built the pricing and promotions tool in Sidekick (Shopify's AI assistant), live to all merchants with eval gains; led new-product pricing, repurposing the Universal Commerce Protocol for similar-product search.
- Owned Smart Pricing's reliability (SLOs as code, runbooks, agent-driven alert triage); took regular on-call shifts and led incident response when merchants were impacted; 3×-scale load tests caught a failure early.
- Drove developer velocity across 3 teams with agentic design, development, and review workflows; halved production build times, cut CI by two-thirds, and made test-shop setup ~6× faster.
- Built the backend service and API that moved Shopify's plan definitions out of hard-coded config, now the single source of truth for shopify.com/plans and the admin plan picker.
- Raised the bar beyond my team: built one of Shopify's first MCP servers and moved us to React Router before it became costly; mentored an intern who shipped a VP-recognized tool; helped at four Hack Days.

Software Engineer, Growth Platform

Jun 2020 – Jun 2022

- First backend engineer on Linkpop, Shopify's link-in-bio app: took it from Hack Days prototype to public launch, owning infra, auth, security, incidents, and BFCM scaling; built APIs for Burst and other growth apps.

Deloitte

Hyderabad, India

Consultant Software Engineer – Outstanding Award (2018), Spot Awards (2017, 2019)

Sep 2016 – Mar 2020

- **Cognitive Intake (Lead Data Engineer):** Led a 30+ engineer offshore team building an ML-driven intake platform that converted scanned medical forms into FDA-compliant E2B-R3 submissions, automating spreadsheet work.
- **ConvergeHEALTH Safety (Backend Tech Lead):** Led a 7-person backend team building Node.js REST APIs and SQL-heavy data layers; tuned query execution plans and contributed to adverse-event signal detection models.

Innominds – Software Engineer (Deloitte engagement): backend APIs, NLP prototypes

Jun 2015 – Sep 2016

Education

IIIT Hyderabad – M.S., Information Technology (Data Analytics & Visualization)

2013 – 2015

Osmania University – B.E., Computer Science Engineering

2009 – 2013