

# RASHEED HIJAZI

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## TECHNICAL FOUNDER | FULL-STACK ENGINEER | AI SYSTEMS ARCHITECT

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### PROFILE

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Technical founder and full-stack engineer who takes complex products from concept to production. Specializes in multi-tenant SaaS, AI agents and LLM-powered workflows, with hands-on ownership across product direction, UX, frontend, backend, data, integrations, security, infrastructure, and deployment. Built and shipped customer-operations, recruitment, fintech, crypto, e-commerce, and Unreal Engine products.

### PROFESSIONAL EXPERIENCE

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#### Founder & Lead Engineer | Mitsolab

*Unified omnichannel inbox, CRM, AI agents, automation, and customer operations platform*

- Founded and built Mitsolab from zero to production, owning product strategy, architecture, UI/UX, frontend, backend, data model, infrastructure, security, deployment, and continuous optimization.
- Architected a multi-tenant SaaS platform that unifies a shared inbox, full CRM, dashboards, reports, automations, and action tools around a single customer record.
- Built three AI operating modes: an AI Dispatcher for instant triage and routing, end-to-end AI agents that resolve conversations and execute actions, and an in-thread copilot for human support teams.
- Engineered production LLM workflows using retrieval-augmented generation, embeddings and vector search, tool/function calling, structured outputs, context management, caching, guardrails, evaluation, and human escalation.
- Integrated WhatsApp, Instagram, Messenger, Telegram, and email; designed billing, role-based access, API orchestration, secure operational boundaries, and dedicated private-cloud deployment options.

### SELECTED PRODUCTS

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#### Full-Stack Product Engineer | Sinarra

*Bilingual hiring platform for Jordan's accounting and finance market*

- Designed and built the complete product independently, covering UX, responsive frontend, backend, database, authentication, file handling, access control, administration, and deployment.
- Implemented structured candidate profiles and CV applications, employer workspaces and invitations, advanced talent search and filters, saved and unlocked candidate flows, and Arabic/English experiences.

#### Product Engineer | LiftPad

*Self-service Solana token creator*

- Developed a guided platform that enables users to configure and create Solana tokens without writing code, translating blockchain operations into a clear product workflow.
- Built the application experience and supporting service integrations with an emphasis on usability, validation, reliable transaction handling, and production deployment.

#### Sole Full-Stack Engineer | Cheqbase

*Dedicated cheque-management platform for Odoo Online - not dependent on Odoo.sh*

- Created the product end to end to close a key Odoo Online workflow gap, supporting both issued and received cheques through Draft, Cleared, Bounced, Collected, and Returned states.
- Implemented secure Odoo sign-in, workspace and database isolation, branch-level permissions, fast server-side filtering, contact and cheque operations, and responsive operational dashboards.
- Added KPI visibility and audit-friendly activity tracking so finance teams can monitor exposure, monthly resolution, and bounce or return rates with controlled access.

## SELECTED PRODUCTS - CONTINUED

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### Freelance Full-Stack Developer | **AI Dakheel Oud - Jordan**

*Bilingual perfume and oud e-commerce store for a local Jordanian retailer*

- Delivered the customer-facing commerce experience for a large fragrance catalog spanning perfumes, oud and incense, gift sets, oils and blends, and home fragrance products.
- Built responsive Arabic and English shopping journeys with catalog navigation, search, product detail, account, cart, offer, checkout, and mobile storefront experiences.

## UNREAL ENGINE PUBLISHING

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### Independent Unreal Engine Asset Publisher | **FAB Marketplace**

*Commercial gameplay physics and AI systems published under RHIJZY*

- DriftMaster: built a configurable arcade drifting framework with custom vehicle physics and AI driving systems, designed for fast model setup without relying on Chaos vehicle physics.
- Flight Master: created modular aircraft physics for high-speed jets, propeller planes, and helicopters, including landing-gear suspension, tunable flight parameters, cameras, effects, and audio.
- Talk To NPC AI: integrated ChatGPT into Unreal Engine for context-aware NPC conversations and natural language triggers for quests, trades, and other in-game actions.
- Productized each system for external developers with reusable components, demonstrations, setup flows, documentation, tutorials, marketplace releases, and community support.

## TECHNICAL EXPERTISE

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**AI & LLM systems:** AI agents, agent orchestration, tool/function calling, RAG, embeddings, vector search, context and state management, structured outputs, prompt workflows, caching, evaluation, guardrails, human-in-the-loop, OpenAI APIs

**Frontend:** React, Next.js, JavaScript (ES6+), HTML5, CSS3, Tailwind CSS, responsive and bilingual interfaces

**Backend & SaaS:** Node.js, Express, Python, REST APIs, webhooks, authentication, RBAC, multi-tenant architecture, billing, third-party integrations

**Data & infrastructure:** PostgreSQL, Supabase, SQL, relational data modeling, Vercel, Docker, VPS, Git, production deployment and hardening

## EDUCATION

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### Yarmouk University | Bachelor of Science in Finance

*Faculty of Business - Finance and Banking Sciences Department*

### Selected Research | **Household Debt and Economic Risk in Jordan**

*Selected University Research | May 2024*

- Synthesized quantitative reporting, secondary datasets, comparative economic evidence, and primary survey responses to isolate the structural factors driving household borrowing.
- Converted the analysis into actionable proposals addressing lending controls, financial education, housing supply, land speculation, and regional economic concentration.