

AHMED WALEED

Computer Engineer | IT Support | Systems Administration | AI Engineering

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PROFESSIONAL SUMMARY

Computer Engineer with experience in IT support, systems administration, and network troubleshooting. I work directly with users to understand problems, find their cause, and explain solutions clearly. I am particularly interested in AI engineering and build projects that use AI and automation to solve problems I have encountered.

PROFESSIONAL EXPERIENCE

IT Engineer | NEO Iraq | 2024 - May 2026

- Diagnosed application and network issues as the first point of contact, supporting users on-site and remotely through resolution.
- Managed IT assets and supported equipment purchasing.
- Trained new employees to use company systems and applications.

Achievement: Received two certificates of appreciation.

PROJECTS

Dalil AI | Local AI Document Assistant

Built an Arabic-English document assistant using retrieval-augmented generation (RAG) and a local Qwen 8B model. Answers include source references so users can check them against the original documents.

n8n Customer Support Automation

Automated customer replies in Iraqi Arabic using a business knowledge base. Added an admin bot for content updates, response caching for repeated questions, and rate limits to manage API usage.

TECHNICAL SKILLS

Systems administration: Linux administration, Windows, networking, troubleshooting

AI engineering: RAG, vector databases, large language models (LLMs)

Programming and automation: Python, SQL, n8n, application testing

Containers and cloud: Docker, AWS fundamentals, IAM, EC2

EDUCATION

Bachelor of Computer Engineering | Al-Farabi University College | 2019

TRAINING AND CERTIFICATES

- CS50's Introduction to Computer Science - Harvard
- AI Associate for Developers - DataCamp
- Red Hat System Administration - Sander van Vugt
- Docker - Linux Academy

LANGUAGES

English - Professional working proficiency

Arabic - Native

INTERESTS

Open-source projects, AI engineering, automation, and deploying useful applications.