

Hussein Mourad

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SUMMARY

Computer Science Honours graduate with hands-on product management and full-stack engineering experience, including gathering requirements from users and stakeholders, documenting user stories and epics, and driving cross-functional collaboration with engineering teams using Jira, Slack, and Google Workspace. Skilled in analyzing data to inform product decisions and solving complex technical problems. Strong communicator and collaborative team member with demonstrated leadership experience in student governance and competitive athletics.

EDUCATION

University Of Western Ontario
Bachelor of Science in Computer Science, Honours Specialization

- Honours:** Undergraduate Honours Thesis [under Dr. Ali Bou Nassif]

London, ON, CA
July 2026

TECHNICAL SKILLS

- Programming Languages:** Python, JavaScript, TypeScript, Java, C, C++, SQL, HTML/CSS
Frameworks: React, Node.js, Next.js, Tailwind CSS
- AI/ML & Data:** PyTorch, TensorFlow, Pandas, Hugging Face PEFT, OpenAI Whisper
- Cloud & Platforms:** Microsoft Azure, AWS, Supabase, Vercel
- Developer Tools & Technologies:** Git, Docker, gRPC, Protocol Buffers, Visual Studio Code
- Product & Collaboration Tools:** Jira, Slack, Google Workspace
- Certifications:** IBM Z Xplore — Concepts, Fundamentals & Advanced Badges
- Languages:** English (Native), Arabic (Fluent)

EXPERIENCE

Itelemed
Software Developer

London, ON, CA
May 2023 – Present

- Developed and scaled a Remote Patient Monitoring (RPM) platform integrating real-time patient telemetry and supporting 3,000+ patient records to enable proactive clinical monitoring and intervention.
- Built predictive models using Python, Pandas, PyTorch, and TensorFlow to analyze longitudinal patient data and forecast vital-sign trends up to seven days in advance.
- Transformed continuous health-data streams into actionable insights for healthcare providers, supporting earlier identification of potential patient-care needs.

EK Tech Solutions Inc.
Product Manager

London, ON, CA
2026 – Present

- Collected input directly from users, customers, and internal stakeholders to define requirements, then documented 25+ user stories and epics for new platform releases, identifying 15+ technical and workflow risks and reducing rework and delays.
- Conducted formal competitive analysis of comparable POS and dispatch platforms, benchmarking features and pricing to identify differentiation opportunities and inform product strategy.
- Partner cross-functionally with engineering, design, and business stakeholders using Jira, Slack, and Google Workspace to track deliverables, align on KPIs, and manage features from concept through launch.

Technology Consultant
May 2023 – 2026

- Designed and developed a full-stack mobile and web platform for a regional transportation provider, supporting real-time booking and dispatch operations across 200+ active vehicles daily.
- Developed core functionality for a proprietary Point-of-Sale (POS) platform, including real-time multi-location inventory synchronization and integrations with three major payment gateways, improving transaction processing speed by 25%.

PROJECTS

University of Western Ontario - Honours Thesis Researcher

Jan 2026 – July 2026

- Conduct advanced AI/ML research using Low-Rank Adaptation (LoRA) and Parameter-Efficient Fine-Tuning (PEFT) to adapt pre-trained speech models, including OpenAI Whisper, for low-resource languages and Arabic dialects.
- Fine-tune and evaluate multilingual transformer models using PEFT techniques to reduce computational requirements while preserving speech-recognition accuracy and dialect-specific linguistic characteristics.
- Process, curate, and evaluate a specialized dataset of 2,500+ Arabic-dialect audio and text samples to benchmark model performance and validate transcription accuracy.

Makta – Merchant Rewards & Engagement Ecosystem

December 2025 – June 2026

- Lead the architecture and full-stack development of MAKTA, a customer loyalty and digital marketing platform enabling businesses to launch promotions, manage rewards, and drive customer engagement.
- Design and develop scalable backend services and RESTful APIs supporting loyalty programs, rewards management, targeted campaigns, and customer-retention tracking.
- Build integrated analytics and reporting capabilities that track campaign performance and customer engagement, providing businesses with actionable insights to optimize promotional strategies

LEADERSHIP & ATHLETICS

- **Competitive Soccer:** Competed at the semi-professional level for 9 years, including 6 years as team captain, leading on-field strategy and mentoring teammates; also served 3 years as an Assistant Coach for U17–U21 players.
- **VP External**, Lebanese Student Association — Western University: Secured external sponsorships for student events, reducing the association’s direct funding requirement to 23% of total event costs.
- **Ontario Student Leadership Conference (OSLC):** Selected to represent high school at the provincial leadership conference, participating in leadership development and community-impact initiatives