Hussein Mourad

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SUMMARY

Software Engineer and Technical Product Manager who scaled Makta's backend to **4,000 + active users** in a **7-month** launch and **cut system latency 40%** leading an **8-person** agile team at EK Tech. **3+ years** building production full-stack, backend, and AI/ML systems, from a **150,000+ events/day** remote patient monitoring platform to PEFT speech-model research.

EDUCATION

University of Western Ontario **London, ON**

Bachelor of Science, Computer Science (Honours Specialization) September 2022 – July 2026

- **Honours Thesis** (supervised by Dr. Ali Bou Nassif): parameter-efficient fine-tuning of speech-recognition models

EXPERIENCE

EK Tech Solutions Inc. **London, ON**

Associate Technical Product Manager September 2026 – Present

- Lead strategy, development, and launch of scalable enterprise web applications, managing a cross-functional agile team of **8 developers and designers** from roadmap to deployment.
- **Reduced system latency by 40%** by architecting a microservices platform on Docker, gRPC, and Supabase.
- Integrated ML pipelines (PyTorch, TensorFlow) into core user-facing features, **automating 15+ hours of weekly manual data processing** for enterprise clients.

Technical Consultant (Intern) May 2024 – September 2025

- Architected and built a native mobile app and responsive web platform for a major regional transportation provider, supporting **real-time booking for 200+ daily active vehicles**.
- Conducted technical due diligence on **25+** product and feature proposals, resolving **15+ critical technical risks** pre-development and **preventing an estimated 18% in timeline overruns**.
- Built core functionality for a proprietary POS system, including real-time multi-vendor inventory sync and secure payments across **3 gateways**, **improving transaction speed 25%**.

iTelemed — Canada Telemedicine Group Inc. **London, ON**

Software Engineer (Fulltime) December 2025 – Present

- Spearheaded a scalable Remote Patient Monitoring platform **processing 150,000+ daily telemetry events across 3,000+ patient records**, enabling proactive healthcare interventions.
- Engineered predictive models in PyTorch and TensorFlow that **forecast vital sign anomalies at a 92% confidence rate**, helping providers anticipate patient needs and act earlier.
- Contribute to a shared production codebase with a multi-person engineering team through code reviews and Git-based workflows.

Makta **Remote**

Software Engineer December 2025 – June 2026

- Led architecture and full-stack development of a merchant rewards and customer-engagement platform, **scaling the backend to 50+ beta merchants and 4,000+ active end-users within a 7-month launch window**.
- Achieved **99.9% uptime** and **sub-50ms response times** under peak load through scalable backend services and RESTful APIs.
- Processed **50,000+ monthly reward transactions** and built campaign analytics that **increased merchant retention tracking accuracy by 20%**.

PROJECTS

Honours Thesis Researcher – University of Western Ontario January 2026 – July 2026

- Fine-tuned multilingual transformer models (OpenAI Whisper) with LoRA and PEFT for Arabic dialects and low-resource languages, **reducing computational training requirements by 70%**, **improving dialect-specific transcription accuracy by 15%** over baseline Whisper models.
- Curated and benchmarked a specialized dataset of **2,500+** Arabic-dialect audio and text samples to validate transcription accuracy.

SKILLS

- **Languages:** Python, TypeScript, JavaScript, Java, Go, SQL
- **Web & Backend:** React, Node.js, Next.js, Tailwind CSS, RESTful APIs, Microservices, API Design
- **AI/ML & Data:** PyTorch, TensorFlow, Pandas, Hugging Face PEFT, LoRA, OpenAI Whisper, Prompt Design
- **Product & Strategy:** Product Strategy, MVP Scoping, Agile Delivery, Market Research
- **Cloud & Tools:** Azure, AWS, Supabase, Vercel, Docker, gRPC, Git, Jira, Figma, Cursor, Claude
- **Certifications:** Z Xplore (Concepts, Fundamentals & Advanced Badges)
- **Languages:** English (Native), Arabic (Fluent)

LEADERSHIP & ATHLETICS

- **Competitive Soccer:** Semi-professional for **9 years**, including **6 years as team captain**; **3 years** as Assistant Coach for U17–U21 players.
- **VP External, Lebanese Student Association (Western):** Secured external sponsorships that **cut the association's direct funding requirement to 23%** of total event costs.
- **Ontario Student Leadership Conference:** Selected to represent high school at the provincial leadership conference.