Arslan Ali

Full Stack AI Engineer | LLM agents, MCP servers, AI harnesses | Python · TypeScript

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Portfolio (live demos): arslanali.pages.dev

PROFILE

I build AI agents that real customers and staff use every day, and I own them end to end: I sit with the people who have the problem, write down what "done" means, build it, ship it, and then read the conversation logs to find what broke. Right now I run two production agents, MCP servers over our ERP and ad platforms, and the dashboard our team uses to review what the agents said. I work in Claude Code every day with my own skills and MCP connections. I came into engineering from field operations, so I'm used to working directly with operators on messy, real processes, which is a lot like the clinic back-office work 3Y Health is automating.

EXPERIENCE

AI Integration Engineer Apr 2026 – Present

Waseela Pakistan (agri-tech platform and KFood e-commerce brand) – Punjab, Pakistan

- **Own the KFood customer-service agent end to end (shop.kfood.pk).** Scoped it with the customer-service team, built it on Cloudflare Workers with the Shopify Admin API as tools (product lookup, order status, cursor pagination), and shipped 20+ releases, each one driven by failures I found in real conversations.
- **Built a second agent from 0 to 1: WhatsApp milk ordering in Lahore.** Designed the D1 data model for delivery zones and products, the webhook flow and the prompt, plus a browser test console that replays saved conversations before every release, so it works as a regression eval.
- **Meta AI agent on WhatsApp.** Integrated Meta's AI agent with KFood's WhatsApp Business account and trained it on the shop.kfood.pk catalogue, FAQs and delivery policies, so customers get answers on WhatsApp as well as on the website.
- **Reliability and cost.** Designed multi-provider fallback routing (gpt-oss-120b primary, Gemini 2.5 Flash-Lite fallback) and reworked it each time a provider retired a model. The agents have stayed at 100% availability, and with the system prompt cut from about 6,200 to 3,200 tokens, AI running cost dropped by about 48%.
- **Turned production failures into guardrails.** Traced wrong answers to their cause (invented per-kg prices, a wrong bundle catalogue, replies that ran too long) and fixed each with a rule plus a replay test, so the same mistake can't quietly come back.
- **Built two MCP servers (32 tools).** One for Shopify and PostEX courier data (orders, sales, inventory, attribution, delivery tracking) and one for Meta Ads, the Facebook Page inbox and Google Ads, so the team asks Claude questions about live business data instead of exporting spreadsheets. Both run on Cloudflare Workers, require a secret key, and keep every API credential in encrypted Worker secrets. I also use an MCP connector to ERPNext (WaseelaOS) daily.
- **Set up Claude Code for our work.** Use it daily with project instructions, custom skills (for example a customer-service skill that drafts on-brand replies in English, Urdu and Roman Urdu) and MCP connections to the ERP; I review its output before anything ships.
- **Human-in-the-loop review.** Built a dashboard (Cloudflare Pages, Chart.js) with conversation drill-down, a metrics API, CSV export and auto-refresh, so the team can audit agent answers and take over a case when needed.
- **Automated daily leadership report, built with Claude Code.** Built a Cloudflare Worker that combines Shopify (GraphQL Admin API) and BrainQue order data into one mobile-friendly email sent every morning via Google Apps Script, at no running cost. It cross-checks amounts between the two systems, catches inflated cancellation counts from bulk cleanups, flags stale data instead of failing silently, and lists the orders that actually need follow-up. Shipped 10+ iterations in two weeks from leadership feedback, with read-only access and short-lived OAuth tokens.
- **Data and back office.** Write SQL against Frappe/ERPNext for reconciliation, ledger and stock investigations.
- **Helping others adopt AI.** Core contributor to the internal "AI Champions Playbook"; I run demos and train colleagues and field staff.

District Officer Operations / Admin Officer Mar 2025 – Apr 2026

Waseela Pakistan – Chiniot District

- Ran cash collection, stock reconciliation, warehouse audits and reporting for the district's farmer network. This is where I mapped the manual workflows I later automated as an engineer, and built the Dairy Collection Verifier to check milk collection records automatically.

Python and AI Developer (independent) May 2024 – Feb 2025

- Built Python automation and LLM tools for clients: REST and LLM API integrations, prompt design, output checking, and scripts that replaced repetitive reporting and data entry.

Android Developer (independent) Sep 2017 – May 2021

- Built Android apps in Java and Kotlin with Firebase and SQLite, using Git for version control.

PROJECTS

Duo Rank – AI content pipeline (personal project) 2025 – 2026

- Multi-step LLM pipeline on Cloudflare Workers and D1: keyword discovery, semantic clustering, research briefs from a search API, drafting with a fact-checking step, image generation and WordPress publishing.
- Found and fixed production problems myself: a re-clustering loop on every run, 7.76M D1 row reads a day (fixed with five targeted indexes), and fabricated product claims, caught by adding verification steps.

K-Lab Water and Soil Analysis tool 2026

- Field tool for agronomy staff (Cloudflare Pages + D1) with an English/Urdu toggle, saved records, search and print-to-PDF.

SKILLS

Languages: Python, TypeScript/JavaScript, SQL, Kotlin, Java

LLMs and agents: tool calling, agent workflows, MCP servers, Claude API, OpenAI-compatible APIs, Gemini, model fallback routing, guardrails, conversation-replay evals

AI coding agents: Claude Code (project instructions, skills, MCP servers), reviewing agent output before merge

Platforms and data: Cloudflare Workers, Pages and D1, Shopify GraphQL Admin API, Google Apps Script, REST APIs and webhooks, Shopify Admin API, Meta and Google Ads APIs, WhatsApp Business API, Frappe/ERPNext, Git

Building depth in: Docker, trace-based evals and golden datasets, vector and hybrid retrieval

EDUCATION

Master of Computer Science (MCS) – Virtual University of Pakistan, 2021

BSc Computer Science – University of Sargodha, 2019

EARLIER ROLES

Community Coordinator, Qatar Charity (health and nutrition outreach, beneficiary data and reporting), 2023–2024 · Cluster Coordinator, Idara-e-Taleem-o-Aagahi, 2021–2023 · Administrative Assistant, Superior Group of Colleges, 2016–2017