

Zoraiz Sibtain

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PROFESSIONAL SUMMARY

Software engineer (M.S. Computer Science) with a foundation in QA automation and full-stack development, now building LLM-powered agents and AI-enabled SaaS end-to-end, from system design through LLM integration, cloud deployment, and observability. Hands-on with agentic frameworks, API security, and multi-tenant architecture.

TECHNICAL SKILLS

AI Agents: LangChain, LangGraph, MCP, agentic workflow design, Human-in-the-loop guardrails, prompt engineering

LLMOps: Multi-provider orchestration, token cost/quality monitoring, API usage analytics

Security: API security (JWT, OAuth), RBAC, audit logging, data integrity and compliance monitoring, SLA management

Cloud & DevOps: Azure, GitHub Actions, CI/CD pipelines, performance metrics, anomaly detection

Languages & Frameworks: React, Next.js, Node.js, Django, .NET, Python, PostgreSQL, Firebase, Selenium

PROFESSIONAL EXPERIENCE

Founder & Independent AI Developer | *shoplocally.nyc*

Nov 2025 – Present

- Architected a multi-tenant Hospital Management System (Next.js, Drizzle ORM, PostgreSQL/Neon) with NextAuth v5 (JWT, MFA/TOTP), 11-role RBAC, tamper-evident hash-chained audit logging, and encrypted PHI handling; integrated the Anthropic Claude API for AI-assisted clinical decision support, discharge summaries, and lab interpretation
- Building Shop Locally, an AI-ready digital-infrastructure SaaS for NYC local businesses. Owning the full lifecycle from system design and LLM API integration to cloud deployment and observability (Astro, Stripe Checkout, Google Auth)

QA Lead & AI Integration Specialist | *True Security Consultant Limited*

Nov 2021 – Dec 2023

- Pioneered LLM (ChatGPT) integration for SOP documentation workflows, building a quality scoring pipeline that reduced manual review time by 50%
- Engineered functional, regression, and edge-case test strategies for mission-critical workflows; led load testing and real-time data-accuracy validation for a custom vehicle-tracking system
- Integrated QA checkpoints into CI/CD-aligned pipelines; promoted to Team Lead within 12 months, mentoring 10 analysts on quality standards and review processes

Software Engineering Intern | *Imatic Technologies Limited*

Apr 2021 - Oct 2021

- Built automated testing and CI/CD integrations, reducing testing cycles; contributed to full-stack development (API design, code quality, system architecture) and production debugging for system reliability

EDUCATION

Professional Master of Computer Science | *Illinois Institute of Technology*

2023 – 2025

- AI integration into Enterprise Applications, Software Project Management, Systems Architecture, Advanced Database

Bachelor of Software Engineering | *Taylor's University*

2019 – 2022

- Software Project & Quality Management, Advanced Programming, Software Testing, Operating Systems

KEY PROJECTS

Levelz NYC Appointment Platform | *Multi-Tenant SaaS + Payments*

- Built a Next.js/TypeScript booking SaaS with role-based portals (customer, staff, owner, platform-admin), Prisma/PostgreSQL data models, availability APIs, and audit logging
 - Implemented end-to-end Stripe billing alongside tenant onboarding, analytics, and service/appointment management
- Stack: Next.js 15, TypeScript, Prisma, PostgreSQL, Stripe, Supabase

Hospital Management System (DSMH) | *Full-Stack Healthcare SaaS* — <https://www.drsalikmemorial.com>

- Built an 11-role hospital management system spanning patient registration/timeline, OPD/IPD visits, OT scheduling, pharmacy and controlled-drug register, billing, insurance/payer claims, and HR/payroll, plus a read-only patient portal
- Implemented NextAuth v5, audit logging, and AES-256-GCM PHI/CNIC encryption; integrated Anthropic Claude for AI-assisted clinical decision support and discharge summaries with mandatory clinician sign-off

Stack: Next.js 16, TypeScript, Drizzle ORM, Neon PostgreSQL, NextAuth v5, Tailwind CSS, Anthropic Claude API, Vitest