

Safi Siddiqui

Forward-Deployed Engineer · Applied AI & AI Adoption · Fractional Engineering Leadership

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SUMMARY

- Senior software engineer with 13+ years shipping production systems at scale, most recently a digital product at WestJet serving 14,000+ employees with 30K+ launch-day searches.
- Left WestJet in 2026 to build AI infrastructure for delivery: workflows that flow from requirements through multiple agents to get work done at lower cost and effort. Now run Ouzart, building reusable agent and workflow systems and using them to deliver client solutions end-to-end.
- AI-first mindset: Led GitHub Copilot adoption across 200+ engineers, built AI-powered automation and intelligent services using OpenAI/Claude APIs, LangChain, and RAG pipelines
- Strong backend and cloud infrastructure expertise: Java, TypeScript/Node.js, Python, Kubernetes (AKS), service mesh, GitOps, observability tooling, and microservices architecture across Azure and AWS

CORE TECHNOLOGIES & LEADERSHIP

- **Generative AI & Agents:** OpenAI / Claude APIs, LangChain, RAG pipelines, semantic retrieval (pgvector / ChromaDB), agentic systems & tool-calling, MCP tooling and connectors, LLM-based query routing, GitHub Copilot enterprise rollout, AI developer enablement & workshops, n8n workflow automation, Snowflake Cortex
- **Languages & Frameworks:** Python, TypeScript/Node.js, Java (Spring Boot), C#, React, Vue.js, Next.js, PostgreSQL/pgvector
- **Cloud & Infrastructure:** AWS, Azure, GCP, Kubernetes (AKS), Docker, Istio service mesh, ArgoCD GitOps, API Gateway, event-driven architectures, multi-tenant platform design, AAD RBAC
- **Observability & DevOps:** Splunk, CI/CD pipelines, GitHub Actions, automated testing, incident management, SLO-driven reliability practices, on-call practices, post-incident review rituals
- **Leadership:** Technical strategy & roadmapping, engineering coaching & mentorship, cross-functional stakeholder management, executive & C-suite communication, vendor management, change management, Scrum/Agile delivery

PROFESSIONAL EXPERIENCE

Ouzart | Milton, ON

Founder & Principal Consultant | February 2026 — Present

- Architecting and building client-facing AI-powered solutions end-to-end, from scoping and stakeholder alignment to delivery
- Built reusable agentic workflows and automation systems (Claude Code, n8n) so a single technologist can deliver client engagements end to end: brand and web builds (Astro/Tailwind), custom interactive tools, and process-automation analyses.
- Built an agent-driven document intelligence prototype that parses SEC filings to run risk analysis against competitors. The agent decides on its own whether to summarize or run RAG retrieval (Postgres/pgvector). Tool calls orchestrated through Claude Code agentic workflows.
- Designed and run the AI Builder Workshop, an agentic coding program for technical and non-technical builders. Three sessions delivered to peer engineers so far. A formal two-day curriculum is in development.

WestJet Group | Calgary, AB (Remote from Milton, ON)

Team Lead, Development (Swoop) → Senior Software Developer & Tech Lead (WestJet) | August 2022 — February 2026

- Acted as trusted technical advisor on FlightClub end-to-end as tech lead: drove technical direction across vendor and internal engineering teams, aligned data contracts and APIs across stakeholder groups, and owned final technical sign-off for a rollout serving 14,000+ employees with 30K+ launch-day searches.
- Scaled GitHub Copilot from a 60-engineer pilot to 200+ developers across WestJet, with onboarding infrastructure and executive reporting dashboards built to support continued expansion.

- Built a RAG chatbot POC at WestJet on Snowflake Cortex: fed 10,000+ operational documents into a conversational retrieval interface designed to let staff retrieve procedures through natural-language queries; drove it from concept to executive review (not productionized).
- Helped establish WestJet's multi-tenant AKS platform: shaped namespace, Istio service mesh, ArgoCD GitOps, and AAD RBAC patterns, and led onboarding of engineering teams onto the new infrastructure.
- Designed and implemented secure, distributed backend services using Java (Spring Boot) and TypeScript/Node.js, with event-driven architectures, comprehensive automated test coverage, and performance optimization for high-throughput workloads.
- Rebuilt Swoop's engineering team (WestJet's low-cost airline subsidiary) after near-total turnover: inherited four recent hires working in silos, hired three more, and aligned the group into one team across full-stack (Java/Spring Boot, TypeScript/Node.js, Vue.js), DevOps, and QA; set API standards, CI quality gates, and sprint rituals that improved lead time and lowered failure rates.

PriceFactor Inc. | Sugar Land, TX (Remote from Milton, ON)

Technical Product Manager | June 2021 — August 2022

- Operated as the sole technical decision-maker, working directly with the CEO to translate business direction into architecture, roadmap, and delivery execution
- Hired and managed the in-house core development team, shipping the company's Node.js/TypeScript microservices product on Azure.
- Led the pre-launch platform redesign from Heroku to Microsoft Azure, restructuring the service architecture so the team could ship frequently once the product went live.

Wavetec FZCO | Dubai, UAE (HQ Karachi, Pakistan)

Team Lead → Technology Lead (Spectra, then Vendi) | December 2016 — May 2021

- Directed full backend and frontend overhaul of Spectra EQMS on AWS; relaunched at Tennessee DMV as US market validation milestone; led Vendi product development, a B2C vending-machine solution deployed across Pakistan
- Led the Java development team building Spectra's headless embedded server platform for client-side deployments, executing the legacy product overhaul cross-functionally with peer leads across onshore and offshore teams.

Wavetec FZCO | Dubai, UAE (HQ Karachi, Pakistan)

Software Engineer | June 2013 — November 2016

- Built and maintained headless Linux server infrastructure and core Java features for Spectra, a globally deployed enterprise queue management system.

EDUCATION

MBA, Marketing | IoBM (Institute of Business Management), Karachi | 2019

BS, Computer Science | FAST-NUCES, Karachi | 2013