MUHAMMAD MUZAMMIL QURESHI

Chief Technology Officer · Head of Engineering · AI/ML & SaaS Architect

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Open to: CTO · Head of Engineering · Technology Director · Forward Deployed Engineer · Available immediately

EXECUTIVE SUMMARY

Chief Technology Officer and Chief Operating Officer with 17 years in software engineering, 12 of them leading teams. Since December 2023, CTO at Omnitech, leading a 20+ engineer team on restaurant-technology and AI products, and COO at Innovation M Services, running delivery for 15+ engineers and contractors with clients in the US, Canada, the UK, the UAE and Pakistan.

Has led teams of 25+, hired hundreds of engineers and managed technology budgets of USD 2M+. Owns technology end to end: strategy and roadmap, multi-tenant SaaS and AI/ML architecture, hiring and team structure, vendor and budget decisions, delivery and operations. Known for zero-downtime migrations, platforms run at 99.9% uptime, and AI that lowers cost rather than adding it. Still hands-on in Laravel, Vue/React, PostgreSQL and AI, so every decision is grounded in systems he builds and runs. Available immediately for CTO, Head of Engineering, Technology Director or Forward Deployed Engineer roles, remote or on-site.

CORE COMPETENCIES

- Technology strategy & roadmaps
- Engineering leadership & hiring
- Team structure & scaling
- Multi-tenant SaaS architecture
- AI/ML & LLM systems (RAG, agents)
- Self-hosted AI & cost control
- Technology budgets & vendors
- Delivery & incident management
- Zero-downtime data migration
- Security, RBAC & tenant isolation
- Cloud & DevOps (AWS, Azure, GCP)
- Board, investor & client communication

LEADERSHIP HIGHLIGHTS

- **Revenue and reliability:** grew a restaurant-technology client's revenue by ~$20,000/month at 99.9% uptime across ~500 restaurants, replacing fragmented legacy scripts with one Laravel platform (POS, mobile ordering, web ordering).
- **Zero-downtime migrations:** moved 3 years of order history (millions of records) across ~500 restaurants with no downtime through peak trading; modernized miBoletazo (~2,000 events, millions of tickets) from Laravel 4 to 12+ with no downtime.
- **AI that cuts cost:** designed Peaches, a self-hosted, OpenAI-compatible LLM service with model routing and fallback, moving 4 production AI workflows off metered third-party credits.
- **Speed with small teams:** delivered the IMFlow360 multi-tenant SaaS ecosystem in 4 months with a 2-person, AI-assisted team, against a 2-3 year traditional estimate.
- **People and budget:** led teams of 25+, hired hundreds of engineers, managed technology budgets of USD 2M+, and introduced coding standards, pull-request review and CI across a 20+ engineer team.

EXPERIENCE

Chief Technology Officer | Omnitech

Dec 2023 – Present

Remote · US restaurant technology and AI products · with Omnitech since Jan 2019, first as Lead Developer

- Own technology strategy, architecture, delivery and operations for restaurant and AI products; lead a 20+ engineer team.
- Architected a Laravel 13 / MySQL platform (POS, mobile order-taking, web ordering) with REST APIs and role-based access, growing client revenue ~$20,000/month at 99.9% uptime across ~500 restaurants.
- Planned and led a zero-downtime migration of 3 years of order history (millions of records) after auditing the legacy platform and selecting the new stack.
- Launched Pulse / MyOmniHub to 400+ businesses publishing 600-1,000 AI-generated posts daily, with an AI website builder and an AI estimator linked to CRM invoicing.
- Designed Peaches, a self-hosted LLM service (model selection by use case, provider router, fallback with failure logging) for 4 production AI workflows.
- Set release discipline (migration checks, rollback plans, post-deploy verification) and GitHub CI/CD; introduced LLM coding agents under tests and human review.

Chief Operating Officer & Technical Lead | Innovation M Services Dec 2023 – Present

Remote · 15+ engineers and outsourced contractors · clients in the US, Canada, UK, UAE and Pakistan

- Run delivery operations for clients in 5 countries: requirements turned into tasks with acceptance criteria, cross-team dependencies managed, every deliverable reviewed for correctness, security and maintainability.
- Delivered the IMFlow360 ecosystem in 4 months with a 2-person team: multi-tenant Laravel 11 / Livewire SaaS (HR and payroll, accounts, inventory, sales), offline-first Flutter POS, and companion apps.
- Modernized miBoletazo from Laravel 4 to 12+ with a live-to-new data sync and Stripe webhooks, unlocking Apple Pay, Google Pay and wallet tickets.
- Set up monitoring and incident response across client applications; lead the AI Call System, with LLM evaluation harnesses and RAG workflows (Python / FastAPI).

Sprint Team Lead | muSharp May 2022 – Dec 2023

Optometry eCommerce · sprint delivery and backend

- Led sprint planning and backend delivery; standardized builds and releases through Azure DevOps Repos and Pipelines.

Solutions Architect | Integet Nov 2021 – May 2022

12+ engineers across sprint, backend and data teams

- Aligned 12+ engineers on one Laravel / Vue.js microservices blueprint over RabbitMQ; designed AWS deployment (Elastic Beanstalk, EC2, RDS, Route 53).
- Cut a marketplace client's AWS hosting cost by retiring 2 of 4 load balancers through query and performance work.

Principal Software Engineer | Computan Oct 2017 – May 2021

Clients in Canada and the US

- Built Salesforce and HubSpot CRM middleware; built the Laravel API behind the Pinnacle hospitality system (iOS, Android, kiosk, web).

Lead Developer | Boost2Business Jun 2014 – May 2016

Client in Canada · SaaS and big data

- Led development of ProfileDriver, a marketing-intelligence SaaS for automotive dealerships, including its data-mining pipelines.

Earlier career | LEADconcept · Xtremax · Freelance 2008 – 2017

Software Developer (2008-2010) · Team Lead (2012-2014) · Freelance (2016-2017)

- Team Lead running Scrum planning, code reviews and stakeholder communication; PHP, .NET and MySQL applications for international clients.

TECHNICAL EXPERTISE

Architecture: multi-tenant SaaS, tenant isolation, RBAC, microservices, APIs, data migration and reconciliation. **AI:** LLM integration, self-hosted LLMs, model routing and fallback, RAG, AI agents, evaluation harnesses. **Stack:** Laravel (main), Livewire, Filament, Yii, CodeIgniter, Vue, React, TypeScript, Flutter, PostgreSQL (row-level security), MySQL, Redis, RabbitMQ, Python / FastAPI. **Platform:** Docker, Linux, Nginx, TLS, DNS, AWS, Azure, GCP, GitHub Actions and Azure DevOps CI/CD, monitoring and incident response. **Integrations:** Stripe, Apple Pay, Google Pay, wallet passes, Salesforce, HubSpot, POS systems.

EDUCATION

BSc (Hons) Computer Sciences, University of the Punjab (2004 – 2008)