

ABBAS VIRJEE

Forward Deployed Engineering | Systems Integration | Full-Stack Development

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PROFESSIONAL SUMMARY

Customer-facing engineer with 7 years of technical experience spanning systems integration, product engineering, and customer implementations, progressing through five roles from support to leading 50+ end-to-end customer implementations. Translates customer requirements into deployable solutions and builds customer-facing software and systems. Builds and operates production full stack applications in Python/Flask, PostgreSQL, and React/TypeScript, including a live e-commerce platform backed by 1,000+ automated tests.

TECHNICAL SKILLS

Languages & Data: Python, TypeScript, JavaScript, SQL, PostgreSQL

Full-Stack & APIs: Flask, .NET, SQLAlchemy, Node.js/Express, Prisma, React, Tailwind CSS, REST APIs, Stripe, Square

Systems & Integration: API Integration, Systems Integration, Requirements Analysis, Solution Design, Workflow Design

Testing & DevOps: Git, GitHub Actions, Docker, Railway, pytest, Vitest, Supertest

PROFESSIONAL EXPERIENCE

ITC Systems | May 2019 – Present

Progressed through 5 technical and leadership roles, contributing to 250+ client projects, leading 50+ end-to-end implementations.

Strategic Project Team Lead (Forward Deployed Engineering) | January 2025 - Present

Expanding scope into customer-facing product engineering, systems integration, and hands-on software development.

- **Product Engineering:** Own end-to-end engineering of the Card Production domain within ITC's card management platform, defining requirements, designing workflows and architecture, and delivering enhancements across frontend, .NET backend, SQL, API integrations, and automated tests.
- **Customer-Driven Design:** Redesigned Card Production workflows around customer requirements and field experience, improving job management, operator configuration, credential setup, and reporting through customizable filters, sorting, columns, exports, printer defaults, data mapping, and automated reports.
- **Third-Party Integrations:** Build card production integrations with HID Fargo Connect and Entrust IIDaaS, implementing authentication, API clients, token handling, and card issuance while designing provider-agnostic workflows with provider selection controlled through deployment configuration.
- **AI Support Systems:** Built a working Phase 1 voice support agent using Gemini Live for voice and Gemini 2.5 for reasoning, connected to an internal troubleshooting knowledge base and Salesforce to diagnose, resolve, and escalate support issues. Implemented tested multilingual topic guardrails.
- **Process Automation:** Built a configurator that converts 10 customer requirements into a complete solution configuration, including hardware, subscriptions, quantities, part numbers, and total cost, enabling Sales to configure solutions independently and reducing technical involvement by 50%.

Hardware Team Lead | June 2023 - December 2024

- **Large-Scale Delivery:** Led a \$250K multi-location upgrade replacing 1,287 readers; directed the team, performed hands-on technical work throughout the deployment, and managed day-to-day delivery with the client.
- **Team Development:** Interviewed and hired personnel, trained 6 across troubleshooting, installations, products, and customer communication, and mentored co-op students who converted to full-time technical roles.

- **Technical Enablement:** Developed reusable technical documentation, product demonstrations, and troubleshooting resources covering remote access, log retrieval, log analysis, firmware, and proprietary software, used by technicians, Sales and customers.
- **Client Delivery:** Led end-to-end technical delivery across customer implementations, coordinating clients, dealer partners, internal resources, and project billing while remaining hands-on with technical delivery.

Senior Hardware Technician | June 2022 - June 2023

- **Technical Troubleshooting:** Diagnosed complex customer issues through system logs and remote investigation, identifying failure conditions and providing findings to Engineering to support software fixes.
- **Customer Escalation:** Served as an escalation point for customers and field technicians, resolving complex hardware, software, and integration issues across deployed systems.
- **Mobile Credential Deployment:** Supported the first customer deployment of mobile credentials, providing daily onsite troubleshooting and end-user support as the customer transitioned from physical to mobile credentials.

Hardware Support Technician | September 2020 - June 2022

- **Customer Support:** Installed, configured, and supported customer hardware and software systems, troubleshooting device, connectivity, and application issues across customer environments.

Junior Hardware Support Technician | May 2019 - August 2020

- **Technical Support:** Provided and supported technical repair, installation, and testing of electronic transaction control systems.

SOFTWARE PROJECTS

- **The Artitech** | Python, Flask, PostgreSQL, Stripe, Square | the-artitech.com
Designed, built, and operate a full-stack e-commerce and business platform with Stripe checkout, Square catalog and stock sync, inventory and BOM costing, financial reporting, and role-based administration; 1,000+ automated tests.
- **CourtScore** | Python, Flask, PostgreSQL | courtscore.ca
Designed, built, and operate a tournament platform with partner-rotation scheduling, multiple tournament formats, live scoring and standings, and results emails; used by 63 users across 30+ tournaments and 198 games, with 200+ automated tests.
- **AMAAN Psychotherapy** | Python, Flask, PostgreSQL
Built a website and admin portal for a psychotherapy practice, with a blog and rich-text editor, a contact form that stores and emails every message, and a secured portal where the owner manages posts, page text, and messages; 300+ automated tests.
- **Provenance Axis** | React, TypeScript, Node.js, Express, PostgreSQL, Prisma | provenanceaxis.com
Co-built a multi-user portfolio tracker consolidating holdings across exchanges and currencies, with JWT refresh-token rotation, bcrypt authentication, Zod validation, Vitest/Supertest testing, and GitHub Actions CI.
- **BlackAdder** | React, TypeScript, Python, Qdrant, Docker
Co-built a RAG knowledge-management system with role-based access, document ingestion and approval workflows, semantic search, locally served LLMs, and cited answers with document preview.

EDUCATION

Bachelor of Technology (BTech), Software Engineering Technology | McMaster University | 2026

Diploma, Business Management | Mohawk College | 2026

Advanced Diploma, Electronic Engineering Technology | Seneca Polytechnic | 2020