Mounir Gaiby

Applied AI & Agentic Product Engineer

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SUMMARY

Applied AI product engineer, 4+ years in payments, HR tech and multi-tenant SaaS: the person teams hand LLM features to when the output touches money or employee data and has to be right, audited and affordable. 40+ systems shipped, most of them under NDA.

EXPERIENCE

Software Engineer, OysterHR (global employment platform, remote)

2026-01 to Present

Ruby on Rails, GraphQL, React, TypeScript, PostgreSQL, Sidekiq, Anthropic Claude, Datadog, Sentry

- Owned accounts-payable automation end to end: data model, GraphQL surface, reviewer UI and extraction pipeline, across hundreds of customer legal entities and thousands of invoices a month. Turned a headcount-bound manual process into $300K+ a year of invoice work removed, measured on the invoices processed to date.
- Made LLM extraction safe to put in front of accounting: JSON Schema structured outputs, per-vendor prompts stored as data and code-side validation, so onboarding a vendor is a data change and not a deploy.
- Held the money path on deterministic code (idempotent matching, accounting mappings, ERP writes), never on model output, with model, prompt version, tokens, latency and document hash logged on every call as the audit trail.
- Changed how the team ships: spec-to-reviewed-PR automation on agents, custom skills and MCP, plus automated support triage and flaky-test fixes, with cost routing, prompt caching and context budgeting enforced so it stayed cheaper than the process it replaced.
- Absorbed the team's escalated production incidents within SLA: root causes traced across Datadog, Sentry and data, closed with permanent fixes and runbooks. Set the bar on specs and cross-team code review.

Software Engineer, Mibtech, Casablanca, Morocco

2023-06 to 2026-01

Ruby on Rails, Hotwire, Python, PostgreSQL, Redis, ClickHouse, dbt, Airbyte, LangChain, ChromaDB, Docker

- Owned the time-management product of a multi-tenant HR SaaS from UI to database: 80,000+ clock events a day in real time, attendance rules, timesheets, leave workflows and dashboards, with tenant data correct at that volume.
- Load-tested the Akdital hospital rollout, the largest private hospital group in Morocco, to 200,000 clock events in one burst on one small server: nothing lost, no night-shift premium off by a cent. The group did not sign, so the rollout stopped in procurement and not in the code.
- Put an LLM support agent in front of live employees, where a wrong answer is a compliance problem: retrieval scoped to each employee's permissions, tool calls gated server-side, and no answer shipped that the user could not have found themselves.
- Took a degrading product surface and fixed the cause: 70% faster page loads and critical endpoints held at 50ms average through Redis caching, job offloading and query redesign, without loosening tenant isolation.
- Replaced 20+ fragmented hospital databases with one ClickHouse warehouse on dbt-modeled ELT, and made ingestion 3x faster by fixing PostgreSQL and connection-pool bottlenecks at the source.
- Made 50+ access-control terminals a real-time system instead of a polling problem: an IoT gateway plus a desktop badge-reader app, run in production under Prometheus, Grafana and Sentry.

Software Engineer (Part-Time), WebCK / Topela (remote)

2022-01 to 2023-05

React Native, Python (Flask)

- Owned feature slices end to end across a cross-platform React Native app and its Flask REST API in a distributed agile team.

SKILLS

Languages	Ruby, Python, TypeScript, SQL
Applied AI	LLM structured outputs (JSON Schema), tool calling, RAG, vector search, agents, evals, prompt versioning, audit trails, model routing, prompt caching, cost and latency control
Agentic engineering	custom skills, MCP integrations, multi-agent code review, spec-to-PR automation, agent cost budgeting
Data and infrastructure	PostgreSQL, Redis, ClickHouse, Sidekiq, dbt, Docker, Rails, GraphQL, React, Datadog, Sentry, Prometheus
Also	working knowledge of Rust (axum, sqlx) from a private platform I build and run
Spoken	Arabic (native), French (fluent), English (fluent)

SELECTED PROJECTS

- **Citadel**: agent operations platform in Rust (axum, sqlx): multi-agent orchestration, MCP tool layer, scheduler, persistent memory, audit log. Running daily, private.
- **Li7abiti**: cash-on-delivery commerce platform. Next.js 16, PostgreSQL (146-table schema), OTP auth, Arabic-first RTL.
- **Pochetta**: Moroccan commerce storefront and order operations, cash on delivery. In production and taking orders.
- **Semsar**: market-intelligence pipeline: scheduled collection, price normalisation across sources, reporting.

EDUCATION

ISGA Casablanca, State Engineering Degree (Ingénieur d'État), Big Data & Machine Learning.