

HAMMAD BUTT

Solutions Engineer / Forward Deployed Engineer

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SUMMARY

I deploy AI products into client environments, handling the integrations, APIs, and system work that get them running in production. Currently at Overjet, FDA-cleared dental AI used worldwide, I deploy the products on-premises for dental practices and DSOs, establish integration with their PMS and imaging systems, validate that data flows correctly, and troubleshoot to ensure reliable operation. Previously at Afinity, an enterprise CX AI company spanning telecom, finance, healthcare, and insurance, I built out deployment and architecture for AI-driven agent-customer pairing at scale. Inventor on a published AI patent (WO2023244706) for AI-based performance evaluation. Working async with globally distributed teams.

EXPERIENCE

Solutions Engineer

Dec 2025 – Present

Overjet · Islamabad, Pakistan (Remote)

- Deploy Overjet's FDA-cleared products, including Vision AI and IRIS, on-premises for dental practices and DSOs across the US, UK, and Canada, owning the technical implementation from scoping through production go-live.
- Establish integration with client Practice Management Systems (PMS), including Dentrax, Eaglesoft, and Open Dental, as well as cloud-based platforms like Dentrax Ascend, Dentrax Enterprise, Carestack, and Denticon, validating that patient records and appointment data flow correctly.
- Integrate with imaging systems such as Dexis, Carestream, XDR, and TigerView, as well as cloud-based platforms like SOTA and XVWeb, validating X-ray data flow and troubleshooting to ensure reliable production operation.
- Run technical scoping sessions with clients, translating their existing setup into a workable deployment plan.
- Handle product configurations and client production issues, automate repetitive steps through Python and BASH scripting.
- Build internal tooling and automation where it helps the team, including a utility for running deployment steps and an ops tool that streamlines configuration work, plus maintain the documentation and runbooks the team relies on.
- **Stack:** PostgreSQL, Python, BASH, GCP, Azure, React, Express, System Integration

Software Engineer

Jun 2019 – Dec 2025

Afinity · Islamabad, Pakistan (Hybrid) · Promoted L1 → L4

Lead Software Engineer (L4)

Jul 2022 – Dec 2025

- Worked in the capacity of an enterprise solutions architect, designing new, scalable solutions for Afinity's AI-driven CX product portfolio and translating complex business requirements into technical architecture.
- Co-invented a published patent (WO2023244706) for evaluating contact center performance using simulated contact-agent pairings.
- Mentored junior engineers and coordinated cross-regional delivery as scope grew.

Senior Software Engineer (L3)

Feb 2022 – Jul 2022

- Led discovery and integration design for larger client deployments, scoping technical requirements against client environments.
- Selected for the GURU task force as the System Integration & Deployment expert, a cross-domain team that deep-dives into underperforming accounts to recover value, alongside experts from other specialties; ran analyses that identified optimization opportunities and improved deployment performance.

Software Engineer (L2)

Feb 2021 – Feb 2022

- Owned deployments and integrations independently across client accounts in EMEA and North America, designing integration solutions around each client's existing systems and operational needs.
- Integrated Afinity's platform with client CTI systems, including Cisco, Avaya, and Genesys, as well as cloud CX platforms such as Amazon Connect, Five9, and Genesys Cloud.
- Ran UAT cycles and cutover activities, getting clients to production with minimal disruption and consistent first-pass acceptance.
- Looked after production issues and customer-reported complaints on company accounts, building monitoring and troubleshooting utilities in Python and BASH to automate routine operations and catch issues before they caused downtime.

Analyst Software Engineer (L1)

Jun 2019 – Feb 2021

- Joined as an Analyst Software Engineer, supporting deployments of Afinity's enterprise CX AI and learning the platform end to end.

SKILLS

Technical: Python · BASH · PostgreSQL · GCP · Azure · System Integration · API Integration · Solutions Engineering · Technical Implementation · Deployment Automation · Docker · Kubernetes · UAT Management · Production Support · Internal Tooling & Automation

PATENTS

Computer-implemented systems and methods for evaluating contact center performance using simulated contact-agent pairings

Patent No. WO2023244706 · Published via WIPO with national filings in the US, Europe, and China · Inventor

EDUCATION

Bachelor's Degree, Computer Science

2014 – 2018

National University of Modern Languages (NUML), Islamabad, Pakistan

HONORS & AWARDS

- Former Member, GURU Team (Solution Integration & Deployment) — Afiniti