

Youssef Siam

Software Engineer at Kwentra | Session Lead at Udacity

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Summary

Software Engineer specializing in building scalable web applications with expertise in payment systems and AI solutions. Proven track record of delivering complex features and user-centric interfaces across diverse business domains, with a focus on innovative technical implementations.

Profiles

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[youssefsiam38](#)

LinkedIn
[youssefsiam38](#)

Experience

Reflectfy May 2024 – Present
Founder/Self Employed
Founded and architected an innovative AI-powered review analytics platform, leveraging cutting-edge RAG (Retrieval-Augmented Generation) technology to transform customer feedback into actionable business intelligence. Developed proprietary LLM chain algorithms for advanced sentiment analysis and automated insight generation, processing thousands of reviews daily across multiple platforms. Pioneered AI features including semantic filtering, enabling businesses to make data-driven decisions through contextual understanding of customer feedback.
<https://reflectfy.com>

Kwentra May 2023 – Present
Software Engineer

- Spearheaded the development and implementation of AI-driven solutions, including natural language processing systems and automated customer service platforms
- Led technical architecture decisions for AI product suite, ensuring scalability and performance
- Collaborated with cross-functional teams to integrate AI solutions with existing hospitality management systems

<https://kwentra.com>

Udacity September 2022 – Present
Session Lead

- Mentored and guided students in the Digital Egyptian Cubs Initiative (DECI), focusing on computer science fundamentals and programming concepts

Skills

Mentoring

Go (Programming Language)

Problem Solving

Mentoring

Software Development

Data Structures

Algorithms

Agile Methodologies

JavaScript

Certifications

Foundations of Project Management
Google
[Certificate](#)

Connect Mentorship Nanodegree
Udacity
[Certificate](#)

Languages

Arabic
Native or bilingual proficiency

English
Professional working proficiency

- Delivered technical curriculum content, improving student engagement and learning outcomes
- Facilitated hands-on programming sessions and provided personalized guidance to enhance students' technical capabilities
- Contributed to preparing the next generation of Egyptian tech talent through structured learning programs

<https://udacity.com>

kwentra

September 2021 – January
2023

Software Engineer

- Engineered robust payment integration solutions, including API development and maintenance with payment service providers
- Implemented governmental compliance integrations, adhering to local regulatory requirements and reporting standards
- Collaborated with stakeholders to optimize payment workflows and enhance system reliability

<https://kwentra.com>

Education

Modern Academy Maadi

Bachelor's
degree
2018 – 2022

Graduation project grade: A+

Projects

Hospitality AI Agent

May 2023 – Present

Led the development of an advanced hospitality AI agent solution that revolutionizes customer service automation. Implemented natural language processing capabilities supporting Franco-Arabic communication, real-time booking functionalities, and seamless payment integration. The solution achieved 24/7 customer service availability while significantly reducing operational costs and improving user engagement. Key features include multi-language support, real-time inventory management, and secure payment processing.

https://www.linkedin.com/posts/kwentraecosystem_kwentra-newfeature-aichatbot-activity-7223667283921895424-anKk

Kwentra Pay

January 2022 – January 2023

Kwentra Pay is a payment solution that offers the hotel guest multiple convenient and secure payment methods, including Buy Now, Pay Later before check-in or at any point of the guest's stay. Payments are automatically reconciled without the need for manual data entry. I was involved in the design and the implementation phase of this project as it is architected to consist of multiple microservice to be easily pluggable with multiple payment gateways.

https://www.kwentra.com/products/#anchor_add_ons