

OUSSAMA DADOUCH

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PROFESSIONAL SUMMARY

Full-Stack Developer with hands-on experience designing and shipping AI-powered internal tools in a fast-moving fintech environment. Proven track record of building production automation that replaces manual workflows and costly third-party dependencies, integrating AI systems with enterprise platforms such as Jira, Confluence, and Zendesk, and taking projects from idea to production largely independently. Comfortable operating with ambiguity and driving tools forward with a product mindset.

TECHNICAL SKILLS

Languages & Frontend: JavaScript (ES6+), HTML5, CSS3, TailwindCSS, React, Next.js

Backend & APIs: RESTful API design and integration, Node.js, Python

Databases: MySQL; large-scale managed databases (millions of rows)

Cloud & Infrastructure: Google Cloud Platform, Vertex AI, Linux (Ubuntu/Debian) administration, VM provisioning

AI & Automation: RAG architecture, AI-assisted development and prompt engineering, Vertex AI (Gemini), vector data stores

Integrations: Zendesk API, Jira API, Confluence API, Google Chat alerting

Tools & Practices: Git, GitHub, Puppeteer, web scraping, CI/CD fundamentals

Languages Spoken: English, French, Arabic

PROFESSIONAL EXPERIENCE

MarketPay — Vilnius, Hybrid

Level 2 Technical Solution Specialist | June 2025 – Present

- Resolve complex, high-impact production incidents across payment processing platforms, performing root cause analysis and partnering directly with engineering teams to restore service and prevent recurrence.
- Independently designed and built three internal AI-powered and automation tools beyond core support duties, each adopted team-wide: a real-time transaction anomaly alerting system, an AI knowledge assistant, and a monitoring automation system that replaced a paid vendor API and saved €5,000 per month.
- Produce incident and product version reports for upper management, tracking recurring issues and the product versions affected to support decision-making.
- Contributed to hiring and onboarding by interviewing and training new support hires.
- Conducted department-wide security and PCI compliance audits, helping ensure processes met required standards.

Hostinger — Remote

Customer Success Specialist | December 2022 – November 2023

- Delivered multilingual technical support in French, Arabic, and English to a global customer base, resolving WordPress, domain, DNS, email, SSL, and hosting migration issues.
- Diagnosed and resolved technical issues across hosting infrastructure, improving customer satisfaction and reducing repeat contact rates.

SELECTED PROJECTS

Built an AI knowledge assistant (Vertex AI RAG), a real-time transaction anomaly alerting system (Python), and a Grafana monitoring automation scraper (JavaScript, Puppeteer) that replaced a paid vendor API. Full write-ups and architecture available in portfolio: <https://sam.vercel.app/>.

Note: project code is company-owned under NDA; architecture walkthroughs available on request.

EDUCATION

SMK College of Applied Science — Bachelor of Programming and Multimedia | 2025 – Present

Le Wagon — JavaScript, Certificate of Completion

Technical Highschool, Errachidia, Morocco — Highschool Diploma | 2019