

Yoosuf Sayyid

TECHNOLOGY DELIVERY | DIGITAL PLATFORMS, AI & BUSINESS ANALYSIS

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Technology delivery professional working across digital platforms, AI and business analysis in telecom and fintech. Leads work from requirements and solutioning through UAT, release and production change, contributing directly to integration, testing and engineering decisions across customer-facing and core platforms. Hands-on AI developer and co-author of a 2026 Springer chapter, with experience spanning enterprise migrations, 10+ customer journeys and core BSS transformation.

IMPACT SNAPSHOT

- **AI eKYC:** built the core AI verification pipeline; cut document processing from **~30 seconds to 1-2 seconds** and increased automated provisioning from **13.1% to 91.7%**.
- **BSS Transformation:** contributing to 3PP integration for Ooredoo Maldives' **core BSS modernisation**, a Board-approved programme with investment of up to **MVR 108 million**.
- **PayPal x m-Faisaa:** Technical Lead for the first PayPal receiving integration in the Maldives; worked directly in technical sessions with **PayPal APAC** and participated in MMA demos / working sessions.
- **Ooredoo SuperApp:** delivered **10+ customer journeys** on a product with **1M+ Google Play downloads**; set up CI/CD and use controlled rollouts / A/B testing for selected changes.

CORE EXPERTISE

Delivery & Analysis: Technology project delivery | Business & requirements analysis | Multi-vendor delivery | UAT | Release management | CI/CD | A/B testing | Migration & cutover readiness

Technical & Research: Systems integration | API validation | Data-informed decision-making | Python | AI / ML | Computer vision | OCR | SQL / MySQL | Applied research & experimentation

PROFESSIONAL EXPERIENCE

OOREDOO | SENIOR EXECUTIVE, DIGITAL PLATFORMS

January 2025 - Present

- Lead digital platform delivery from **requirements and solutioning through UAT, release and production change**, coordinating **5+ vendors** and internal teams across customer-facing and backend platforms.
- **Delivered 10+ customer journeys and integrations** across telecom, payments, loyalty, eSIM, CVM and related digital capabilities, working through requirements, technical dependencies, testing and rollout.
- Contribute to the current **core BSS transformation**, focusing on 3PP integrations to the new billing environment, including interface validation, testing, migration dependencies and go-live readiness.
- **Set up CI/CD workflows** and use controlled rollout / A/B testing for selected SuperApp changes, planning deployments to minimise customer impact and improve release repeatability.
- **Lead applied AI initiatives** including production AI eKYC / OCR and AI code review, contributing hands-on to architecture, development, model integration, testing and evaluation.

OOREDOO | BSS PLANNING | DIGITAL PLATFORMS EXECUTIVE

April 2024 - January 2025

- **Delivered digital transformation initiatives** across Ooredoo SuperApp, Digital Archiving, Corporate Website and Google Apigee, coordinating vendor and sprint delivery from requirements through testing and release.
- **Supported API standardisation and governance** using Google Apigee and TM Forum Open API principles, implementing end-to-end testing and validation for enterprise integrations.
- **Expanded from QA into cross-platform delivery** across Digital Funnel, Product Funnel, m-Faisaa and SMSC, working with business, engineering and vendor teams.

OOREDOO | DEMAND & DELIVERY | QA EXECUTIVE

September 2022 - April 2024

- **Managed enterprise-scale migrations** of the full UCCX customer-care calling platform and Ooredoo's full USSD service, leading end-to-end UAT and migration readiness across web, mobile and APIs.
- **Automated and optimised QA testing** for faster release cycles and configured rates, recurring packs and commercial offers on Ericsson Charging System.

HACKMV | PROJECT LEADER / LEAD DEVELOPER

December 2020 - March 2021

- Led a **three-person team** and designed / co-developed SaafuMV, an open-source public clean-up platform that won **HackMV 2020**.
- Following the win, collaborated with the Maldives Ministry of Environment to continue development of SaafuMV for public use.

SELECTED TECHNICAL & DELIVERY PROJECTS

AI EKYC | Production AI / Identity Verification

- Architected and developed the core eKYC pipeline for Ooredoo Maldives Digital SIM Activation using **YOLOv8** document detection, **PaddleOCR**, **InsightFace** face matching and liveness / spoof checks.
- Reduced document processing from about **30 seconds to 1-2 seconds** and automated provisioning from **13.1% to 91.7%** after rollout and optimisation; the deployed process later achieved **90% instant approvals**.
- Reduced dependence on third-party eKYC licensing and manual verification by replacing key identity-verification capabilities with an internally developed system.

SELECTED TECHNICAL & DELIVERY PROJECTS - CONTINUED

BSS TRANSFORMATION | 3PP Integration / Billing Modernisation

- **Contributing to Ooredoo Maldives' core BSS modernisation**, publicly announced with investment of up to **MVR 108 million**, focusing on integration of third-party platforms into the new billing environment.
- **Work spans requirements and interface understanding, integration validation, testing, dependency resolution and production / migration readiness** across 3PP systems connected to the new core billing environment.

PAYPAL X M-FAISAA | National Fintech Integration

- **Served as Technical Lead** for the first PayPal receiving integration in the Maldives, working directly in technical sessions with **PayPal APAC**, Ooredoo Group and internal engineering / compliance teams.
- **Participated in MMA demos and working sessions** as part of launch preparation; the wider launch was a nationally significant initiative involving government and regulatory stakeholders.
- Supported integration testing, production readiness and national launch of functionality enabling users to **receive international USD payments** into m-Faisaa and access funds locally.

OOREDOO SUPERAPP | Digital Platform Delivery

- Coordinate requirement-led releases and multiple platform integrations, with **10+ customer journeys delivered** across telecom, payments, loyalty, eSIM, autopay, gamification, localisation and related capabilities.
- **Set up CI/CD release workflows** and use controlled deployment / A/B testing for selected changes to reduce release risk and customer disruption.
- Deliver on a customer-facing platform with **1M+ Google Play downloads**, balancing feature velocity with production readiness and operational impact.

API STANDARDISATION & GOVERNANCE | Google Apigee / TM Forum Open APIs

- **Supported enterprise API standardisation** using Google Apigee and TM Forum Open API principles, implementing end-to-end testing and validation for key APIs and partner integrations.
- **The API standardisation work now supports broader integration readiness** for the current BSS transformation and 3PP migration activities.

DIGITAL CVM ENGINE | SuperApp & USSD Integration

- **Integrated CVM capabilities into Ooredoo SuperApp and USSD** for real-time targeted offer delivery and high-frequency data ingestion.
- **Supported rollout of a commercially important revenue-enablement capability** used to personalise offers across high-frequency digital customer channels.

DHIVEHI SPEECH AI | Low-resource Language AI

- **Fine-tuned Whisper and Meta MMS** for Dhivehi speech experimentation and publicly released a Dhivehi TTS model on Hugging Face.
- **Adapted multilingual models for speech-to-text and text-to-speech in a low-resource language setting** where large Dhivehi-specific training resources were limited.

EARLIER ENGINEERING | Selected Work

- **Built Solidity / Ethereum smart contracts for Illustriya** and a multilingual AI voice-cloning / lip-sync prototype, retaining hands-on development experience beyond current delivery roles.

RESEARCH & PUBLICATION

MindSparkle: An Educational Platform for Rural Learning Empowerment

Co-authored book chapter in **Empowering Educational Innovation Through Design: Volume Two**, Springer, 2026, pp. 141-157. doi.org/10.1007/978-981-95-4953-5_10

Research interests: Applied AI systems | AI reliability & provenance | Computer vision | Low-resource language technologies

TECHNICAL STACK

AI & ML: YOLOv8 | PaddleOCR | InsightFace | PyTorch | TensorFlow | Keras | OpenCV | Hugging Face | Scikit-learn

Programming & Data: Python | Java | JavaScript | C++ | Solidity | SQL / MySQL

Platforms & Tools: Google Apigee | Ericsson Charging System | AWS CloudWatch

Languages: Dhivehi | English | Hindi

EDUCATION & PROFESSIONAL DEVELOPMENT

Asia Pacific University | MBA with Specialism in Digital Leadership | In Progress

Cyryx College | Bachelor's in IT: Software Design & Development | January 2023

IBM AI Product Manager | IBM / SkillUp | 2025

NVIDIA Technical Curriculum | Compute, Cloud, Networking & vGPU | 2025

Agile Project Management | Atlassian | 2024

Security, Compliance & Identity | Microsoft | 2022

SELECTED PRESENTATIONS & AWARDS

Presentations: **MWC Doha 2025** - represented Ooredoo Maldives with the AI eKYC solution | **Global Smart Education Conference 2024** - presented work on AI in collaborative learning (BNU / UNESCO)

Awards: 2026 Ooredoo Employee of the Year | 2025 Ooredoo Special Recognition Award | 2025 Maldives Bureau of Statistics Datathon Winner

2025 GCD4FE Bronze Award | 2024 GCD4FE Excellent Design Award | 2020 HackMV Winner