

MUHAMMET YAHYA TEZCAN

SOFTWARE ENGINEER

Sivas, Turkey | +90 554 023 90 60 | yahyatezcan.yahya@gmail.com | github.com/YTzcn |
linkedin.com/in/yahya-tezcan-92400321a/

Results-driven Software Engineer with 3 years of experience in building scalable web platforms and AI-powered systems. Proficient in designing containerized environments, backend architectures, and LLM integrations. Adept at developing end-to-end solutions combining Retrieval-Augmented Generation (RAG) pipelines, voice AI assistants, and real-time data processing to solve complex business problems.

SKILLSET

Languages: Python, PHP, JavaScript

Frameworks & Libraries: Laravel, FastAPI, React, React Native

AI & Data: LLM Integration, RAG, Prompt Engineering, Embedding Models, Milvus (Vector DB), vLLM, Ollama, GPU Model Serving

Infrastructure & Tools: Docker, Linux, Git, REST API, Microservices, CI/CD

Other Concepts: Web Scraping, SIP/VoIP Integration, Real-time Systems (Pusher, Firebase)

EXPERIENCE

Prodrom ICT Solutions | Backend & AI Developer

July 2024 - Present

- Engineered a multi-layered, AI-driven customer feedback platform, utilizing Python and LLMs to automatically detect sentiment, emotion, and priority from user reviews.
- Architected a Retrieval-Augmented Generation (RAG) system using Milvus vector database, integrating it with context-aware text and voice assistants.
- Developed secure RESTful APIs and backend services using Laravel and Django to process real-time AI model outputs.
- Integrated an Asterisk-based SIP calling system with an Agentic AI assistant for low-latency voice support.

Key Projects at Prodrom

ProCallAI (AI-Powered Voice Assistant SaaS) | *Laravel, Python, vLLM, Ollama, Docker, SIP*

- Engineered the entire backend and AI infrastructure for a SaaS platform that allows users to create custom AI customer service agents via a web interface.
- Integrated SIP protocols to connect custom AI voice assistants directly to users' phone numbers for seamless real-time communication.
- Containerized the application using Docker and deployed local LLMs utilizing vLLM and Ollama for optimized, low-latency voice interactions (Developed as a solo full-stack/AI engineer).

InsightVortex (AI Workflow Automation Platform) | *Laravel, Python, AI/ML Pipelines, Data Processing*

- Architected an AI business intelligence platform featuring a visual, drag-and-drop node interface (similar to n8n) for building automated workflows.
- Implemented backend systems to schedule, orchestrate, and report on complex tasks involving LLMs, machine learning, and audio/image processing.

Customer Relationship Management (CRM) Ecosystem | *Python, LLMs, RAG, Web Scraping*

- Developed a multi-layered CRM platform that automatically scrapes customer reviews from various e-commerce marketplaces.
- Utilized AI models to analyze feedback for sentiment, tone, summarization, and legal risks, generating real-time actionable alerts for the client.
- Incorporated the ProCallAI voice assistant module to handle customer support calls seamlessly within the single platform.

CyberCortex (Cybersecurity Vulnerability Scanner) | *Laravel, Python, OS Scripting, CVE Mapping*

- Led a development team in creating a cybersecurity platform that automatically scans network devices and matches their software versions against published vulnerability databases (CVEs).
- Developed the core backend architecture in Laravel and engineered OS-level bots for automated data collection and target profiling.

Firat University Digital Transformation Office | Backend Developer

May 2024 - July 2024

- Designed and implemented the backend architecture of a workflow management application from scratch using Laravel.
- Refactored legacy codebases to improve system sustainability and optimized database queries for efficient data flow.

Key Projects at Firat University Digital Transformation Office

Process Tracking Software | *Laravel, PHP, RESTful APIs, SQL*

- Designed the complete backend architecture using the Laravel framework, establishing robust database integrations and managing efficient data flow.
- Developed secure RESTful APIs to facilitate seamless data processing, user interactions, and frontend integrations for a highly functional user interface.
- Refactored existing codebases to enhance overall system performance and sustainability, ensuring long-term maintainability.
- Ensured software stability by executing comprehensive testing and debugging processes throughout the development lifecycle.

Smart Planner (AI-Driven Calendar App) | *React Native, Laravel, Google Calendar API, Pusher, Firebase*

- Designed and developed a cross-platform mobile scheduling application enabling users to manage their calendars via a conversational AI interface.
- Leveraged LLM "tool calling" capabilities and integrated Google Calendar APIs, alongside Pusher and Firebase for real-time synchronization and push notifications.

EDUCATION

Firat University Department of Software Engineering

September 2023 - Present

Sivas Information Technology Vocational and Technical Anatolian High School, Database Programming

September 2019 - June 2023

ADDITIONAL INFORMATION

- **Languages:** Turkish (Native), English (Intermediate)
- **Certifications:** Code23 Web Programming