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Abdulahdi Alturafi

Forward Deployed Engineer · Digital Transformation Manager
Applied AI · Dynamics 365 · CRM · AI Agents

Engineer who sits with the people doing the work, finds what slows them down, then builds and ships the fix. Five years at one trading group, from web developer to leading its digital transformation, and still writing the code in Next.js, TypeScript and Python.

1,097

pull requests merged
in five months

60+

branches on the CRM,
from the Gulf to Spain

15,000+

customer service cases
handled in it

200+

staff on the internal AI
platform

Skills

Applied AI

LLM platforms on AWS
Bedrock, Claude, agents and
tool use, RAG, evaluation
sets, voice agents, n8n

Microsoft

Dynamics 365 Customer
Service and Sales,
Dataverse, Entra ID, Power
Platform, Microsoft Graph

Engineering

Next.js, React, TypeScript,
Python, Laravel,
PostgreSQL, Supabase,
Vercel, CI/CD, automated
testing

Languages

Arabic (native), English
(professional)

Education

MBA, Digital Transformation

ACBSP accredited,
International Business
Academy of Switzerland
In progress, expected 2027

Bachelor of Business Administration

International Business
Academy of Switzerland

Google Project

Management Certificate 2024

CS50 AI

HarvardX
2023

Digital Transformation Manager · MHG Trading CJSC, Riyadh

2024 to present

Enterprise CRM and Sales Hub · Dynamics 365, Dataverse, Next.js, Entra ID

Designed and built the group's CRM portal on top of Dynamics 365 with Microsoft Entra ID single sign-on. Staff in 60+ branches across Saudi Arabia, the UAE, Oman, Kuwait, Bahrain, China and Spain work in it every day.

Customer service workspace with personal queues, role-scoped case views, and warehouse and delivery routing: 15,000+ cases so far. Sales Hub moved 250+ deals onto a staged sales process with per-per ownership.

Merged 1,097 pull requests in five months, pairing with AI coding agents behind test and review gates: 290K lines of TypeScript, 97 pages, 219 API endpoints, 7,000+ automated tests, five languages including right-to-left Arabic.

AI platform, agents and automation · AWS Bedrock, n8n, voice

Architected the internal LLM platform on AWS Bedrock used by 200+ staff; it cut response times 40% and replaced several paid SaaS subscriptions. Added voice agents that speak Saudi dialect.

Dynamics 365 and n8n pipelines for procurement, inventory and operations made order-to-invoice 25% faster and removed 150+ manual hours a month.

Managed a 6-developer cross-functional team through 8 major releases in 7 months, owning the roadmap, hiring and stakeholder alignment.

Hiring platform · AI CV scoring, Microsoft Graph, Next.js

Built the group's hiring product end to end and took it live: public careers site, apply wizard, AI scoring of CVs (with OCR for scanned files and a fixture set to check the scores), interview scheduling on Outlook calendars, and a triage inbox over the shared recruitment mailbox.

Investor relations site and AI assistant · Arabic and English, text and voice

Built and run the public investor relations site, an access-controlled dashboard behind it, and an assistant that answers investors in Arabic and English from an approved knowledge bank, never from guesswork.

Also shipped: a staff AI training programme with automated grading; licence and access sync between Entra ID and Dataverse; a self-hosted CI runner; executive reporting decks in Arabic and English.

Independent: built a personal multi-agent operating system with 150+ skills, hooks, scheduled agents and verification loops that grade their own work.

Full-Stack Developer · MHG Trading CJSC · customer portals and payments

2022 to 2024

Web Developer · MHG Trading CJSC · corporate websites in four languages

2021 to 2022