

William Muli

AI Solutions Implementation Lead and senior software engineer

AI and automation · \$60/hr · Available

Nairobi, Kenya · github.com/muliswilliam · linkedin.com/in/muliswilliam

SKILLS

LLM applications, AI agents, Agentic workflows, Prompt engineering, Tool/function calling, RAG, Embeddings, Vector search, Human-in-the-loop, Guardrails, Monitoring, Workflow orchestration, APIs, Data pipelines, TypeScript, JavaScript, Node.js, NestJS, Express, REST APIs, GraphQL, PostgreSQL, Redis, Prisma, Event-driven systems, Distributed systems, AWS, Azure, Docker, Kubernetes/EKS, S3, SNS, SQS, CI/CD, GitHub Actions, Azure DevOps, React, Next.js, Angular, React Native

ABOUT

AI Solutions Implementation Lead and senior software engineer with 10+ years of experience translating complex business problems into production AI, automation, data, and backend solutions across global payroll, HR tech, fintech, web3, enterprise SaaS, and civic technology.

Currently at Deel, building AI-powered and agentic workflows on Akai and partnering across Product, Design, Sales, RevOps, Customer Success, and Payroll Operations to identify high-value use cases, map workflows, define requirements, implement integrations, manage risks, drive adoption, and measure outcomes.

Strong communicator with hands-on expertise in LLM applications, AI agents, workflow orchestration, APIs, data pipelines, stakeholder management, training, monitoring, evaluation, and production reliability.

EXPERIENCE

Senior Software Engineer, AI and Automation · Deel

Feb 2024 – Present

- Lead implementation of AI-powered and automated solutions for global payroll, HR, sales, and workforce operations.
- Partner with non-technical stakeholders to identify pain points, prioritize use cases, define success metrics, map workflows, and translate business requirements into technical solutions.
- Build LLM-enabled and agentic workflows on Akai using prompt-driven processes, tool integrations, structured data pipelines, recommendation systems, human review steps, monitoring, and error handling.
- Built Mission Control, a daily workspace that consolidates prioritized work, account context, and recommended actions for more than 200 Global Workforce Consultants.
- Drove adoption through early stakeholder involvement, iterative prototypes, user feedback, documentation, demonstrations, and integration into existing operational processes.
- Built AI workflows that identify upsell and cross-sell opportunities, gather signals from multiple systems, generate recommendations, and route actions to customer-facing teams.
- Improved the PRM expense approval workflow from 86% to 96% automated approvals, reducing manual effort while preserving accuracy and operational controls.
- Led the Canada and Singapore Deel Liabilities Report implementation under tight timelines, automating a previously manual payroll process.
- Designed a background-processing pipeline to fetch reports from Payspace, extract required values, publish events to NATS, support downstream systems, and handle retries, monitoring, partial failures, and operational errors.
- The DLR implementation now processes hundreds of thousands of payroll operations automatically.
- Collaborate with Product, Design, Payroll Operations, Revenue Operations, Sales, Customer Success, and engineering teams throughout discovery, implementation, testing, rollout, and support.

Senior Software Engineer · Brave Software

Nov 2021 – Feb 2024

- Led complex product and integration initiatives across backend, browser, mobile, security, QA, Product, and Design teams.
- Helped scale Brave Wallet to more than 10 million users and supported a product processing more than \$500,000 in monthly transactions.
- Delivered Solana, NFT gallery, Filecoin, market data, and fiat on-ramp solutions across multiple APIs, providers, chains, and user experiences.
- Integrated Ramp, Sardine, Transak, and Wyre, coordinating technical requirements, provider dependencies, implementation trade-offs, testing, rollout, and production support.
- Designed and optimized backend APIs and services, increasing throughput by 50% and improving reliability for millions of clients.
- Translated ambiguous product requirements into technical designs while balancing privacy, performance, security, usability, delivery speed, and operational risk.

Senior Software Engineer and Team Lead · Fitts Inc

Mar 2020 – Feb 2022

- Led a team of 10 engineers and partnered with clients, Product, and Design to deliver enterprise software from discovery through production.
- Facilitated requirements discussions, solution design, architecture reviews, delivery planning, stakeholder updates, and implementation decisions.
- Architected scalable systems that reduced latency by 30%.
- Introduced CI/CD automation that reduced deployment time by 40%.
- Improved team productivity by 20% and reduced production issues by 40% through stronger engineering standards, reviews, mentoring, and operational practices.

Senior Software Developer · Humanitec GmbH

Mar 2019 – Feb 2020

- Built enterprise developer-platform applications and integrations with React and Angular.
- Collaborated with Product and Design to translate workflows and user needs into maintainable product experiences.
- Contributed to modular architecture, platform scalability, and developer enablement.
- Mentored junior engineers and supported distributed delivery.

Software Engineer · British Broadcasting Corporation

Mar 2018 – Mar 2019

- Built interactive news applications and data visualizations with JavaScript, D3.js, and Chart.js.
- Worked with editorial, product, and design stakeholders to turn complex data into accessible digital experiences.
- Built frontend and deployment automation using Webpack and Babel.

Software Developer · Transparency International

Jun 2016 – Feb 2018

- Built secure anti-corruption reporting platforms and cross-platform applications used by more than 50,000 people.
- Partnered with program teams and non-technical stakeholders to deliver mission-driven technology in sensitive, trust-critical environments.

EDUCATION

University of Nairobi · Bachelor of Science in Computer Information Systems

Sep 2012 – Jun 2016

PROJECTS

Mission Control and Akai

AI agents · LLM applications · Prompt engineering · Workflow orchestration · Akai

Led stakeholder discovery, workflow analysis, AI workflow implementation, integration, rollout, user feedback, and adoption for a platform used by more than 200 customer-facing users.

Global Payroll Automation

Payspace · NATS · Event-driven systems · Monitoring · Asynchronous processing

Implemented event-driven payroll data processing with Payspace, NATS, asynchronous processing, monitoring, retries, downstream integration, and production support.

AI Workflow Automation

AI agents · Prompts · Tools · Recommendations · Human-in-the-loop

Built agentic workflows with prompts, tools, structured data, recommendations, human review, error handling, evaluation, and continuous improvement.

Enterprise Integrations

APIs · Payments · Blockchain · Market data · Cloud services

Delivered third-party API and platform integrations across payroll, payments, blockchain, market data, cloud services, and internal operational systems.