

Romain Youssofi

Engineering Tech Lead · Software, System Integration & AI

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French native · English full professional proficiency

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Engineering and technology leader with 10+ years across enterprise systems, automation, hospitality platforms and distributed organizations in France, China and Thailand. At Worldline, progressed from client liaison to hands-on automation delivery in an undocumented government platform with over 1,000 database tables. Designed a hospitality operations platform that supported NS Solutions' growth from 15 to over 100 properties. Combines business understanding, independent technical investigation and people leadership, with a focus on taking ownership of complex systems and developing the team to sustain them. Makes complex systems understandable and helps people become independently effective with technology. Seeking a long-term, full-time tech lead role in Bangkok.

1,000+

COMPLEX SYSTEMS

Worldline: from client liaison to automation delivery across a database with 1,000+ tables and no official documentation.

15 → 100+

BUSINESS IMPACT

NS Solutions: channel-management and operational platform supporting expansion from 15 to 100+ condos, houses and villas, integrating Beds24 and Stripe.

50+

PEOPLE LEADERSHIP

SupEducation: President & Technology Lead, leading through functional managers and 50+ active volunteers.

CORE COMPETENCIES

Legacy system investigation · SQL and database analysis · Bug investigation · Requirements and stakeholder communication · Workflow automation · REST/API integration · Transactional workflows · Hospitality platforms · Beds24 · Stripe · Software architecture · AWS solution design · Agile delivery · AI-assisted engineering · Mentoring and distributed leadership

EXPERIENCE

Independent Software & Automation Consultant

2021 – present

Thailand · Clients: French government, startups, non-profits, freelancers

From teaching clients to run their own Make or Zapier automations, to custom scripts on their machines, integrations and full platforms. Codes independently; uses AI agents to accelerate delivery and monitoring.

NS Solutions — Hospitality Operations & Channel-Management Platform

Platform design, architecture, implementation and integration

- Designed and delivered an operational platform that supported the company's expansion from 15 to over 100 properties, including condos, houses and villas.
- Built a custom operator interface on Beds24's public APIs, synchronizing booking workflows across Airbnb, Booking.com and VRBO through Beds24.
- Implemented automated guest messaging and review workflows, adaptive pricing rules and a booking system synchronized across channels.
- Integrated Stripe payments, automated billing to owners and operational reporting to connect reservations with financial administration.
- Chose to build the operator experience and workflow layer around an existing channel-connectivity provider, reducing the need to recreate distribution integrations.

- Full lifecycle for small businesses: process analysis, build-vs-extend decisions, architecture, integration, deployment and user training. For one client, a targeted VBA extension delivered the Word header/footer behaviour they needed without a standalone product.
- Hands-on AI adoption training for employees and entrepreneurs: mapping repetitive work, designing AI workflows with human approval for higher-stakes actions, security and privacy.
- Managed business operating budgets above €15,000 per month in higher-spend periods, including software and technology costs.

Technical Business Analyst & Automation Engineer · Worldline

2018 – 2021

French government client, Quimper / Marseille · payment and transactional services · interrupted in 2019–2020 for the Olympic Games mission

- Initially served as the on-site liaison between a French government client in Quimper and Worldline's engineering team in Marseille, coordinating bug reports, requirements and client communication.
- Expanded the role into hands-on technical investigation and automation, independently developing the coding and database skills needed to improve the existing platform.
- Investigated a database spanning more than 1,000 tables despite absent official documentation, inconsistent naming conventions and difficult-to-trace relationships.
- Built automations around operational needs while retaining a direct understanding of client workflows and the connection to the engineering team, including RPA for repetitive administrative processes and a document-automation standard the internal IT team was trained to apply.
- Between 2018 and 2021 the operation moved from roughly 200 to 100 staff through retirements and reassignment; automation reduced repetitive work alongside other changes.
- Recognized by Worldline as a most-promising talent, and welcomed back after the Olympic Games mission.

Software Manager, Beijing 2022 Winter Olympic Games · Atos

2019 – 2020

Beijing, China · Technical role · mission in China, then returned to Worldline

- Owned the Workforce Management module of the Olympic Management System, which organises the staff, volunteers and contractors needed to run the Games.
- Handled database-related configuration and technical parameterisation of the module, and coordinated changes with international teams.
- Kept seven test and production-related environments consistent, a core operational challenge on a programme with fixed deadlines and high reliability requirements.
- Built an automated dashboard that made changes and differences across the seven environments visible, replacing manual comparison.
- Worked daily across cultures and time zones with international colleagues on a large, multi-supplier software programme.

AWS Business Engineer · Chengdu Haiyu Cloud Technology

2017

Chengdu, China · official AWS partner

- Completed extensive AWS training and obtained the China-specific Solutions Architect-equivalent credential.
- Acted as the technical reference for the sales team: gathered customer requirements and led the technical side of pre-sales discussions.
- Designed AWS solution architectures, translating commercial needs into cloud services, cost and deployment options.
- Explained cloud options to non-technical colleagues and customers, and supported existing customers after sale.
- This cloud foundation now carries across AWS, Azure (non-profit programmes and credits) and Google Cloud / Workspace, chosen pragmatically per project.

Business Analyst · BNP Paribas

2015 – 2016

France · Print-dematerialisation programme

- Worked on a print-dematerialisation transformation programme from opportunity analysis through to production.
- Coordinated business teams, IT and an external provider, translating user needs into requirements the provider could deliver.
- Ran the delivery Kanban with daily stand-ups, Jira tracking and weekly Kaizen retrospectives.
- Trained in Lean Management with Operae Partners, under a manager who was one of their specialist consultants, and applied continuous-improvement practices to the programme.
- First hands-on exposure to enterprise systems and ERP, and to how users and IT communicate in a large bank.

Early work

Before 2015

Built WordPress France into a 7,000+ member community; combined web development, private tutoring and practical no-code experimentation (HubSpot CRM, H5P).

LEADERSHIP

President & Technology Lead · SupEducation

2017 – present

Fully remote education non-profit · concurrent, volunteer role

- Joined in 2017 to modernize systems and processes; subsequently became president and remains in the role.
- Leads from Thailand through a board and functional managers, with 50+ active volunteers (teachers and learner referents) working asynchronously across time zones.
- Automated administration with APIs and webhooks so the organisation has always run with zero employees; handles the annual accounting.
- Designed a two-stage onboarding that makes new contributors operational in about two weeks, against a typical tenure of three to six months.
- Leading the next-generation mobile app, currently in testing.

APPLIED AI

- **Agent team.** Specialised agents (assistant, product specification, UI/UX, marketing) with least-privilege permissions, credentials compartmentalised in 1Password vaults, and a local-only model for sensitive data.
- **Human-in-the-loop governance.** Low-risk, reversible tasks run asynchronously; financial and high-impact actions require approval.

Work Assistant — private, local-first AI for the working day

Product design, architecture and build · desktop app + meeting PWA

- Desktop app captures emails, Teams messages, meetings and calendars into a full local memory on the employee's machine. Tasks are added and crossed off automatically, emails are drafted, and automations can be set.
- Screen recording can be used to train AI agents on how the work is actually done.
- Companion PWA for in-person meetings: transcription and speaker recognition, a summary sent by email and/or saved to the calendar event, and each participant's local memory enriched.
- 100% local for privacy: no database, memory stored as local files in a defined format. Meetings are saved as a dedicated .meeting file and shared through a temporary tunnelled link limited to a set number of downloads.
- In development: secure, permission-based sharing between colleagues. Once a user opens client X to a manager or the team, their agents exchange context directly, reducing meetings, emails and DMs; managers see everything shared with them.

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TECHNICAL SKILLS

AI & Agentic Systems	Generative AI, LLMs, AI Agents, Multi-Agent Orchestration, Paperclip, RAG, Prompt & Context Engineering, Tool Calling, MCP, Structured Extraction, Local/Cloud AI, AI Governance
Automation	UiPath, Power Automate, Power Apps, Make.com, RPA, Business Process Automation, API/Webhook Integration, Google Workspace Automation
Development & Data	Python, JavaScript/TypeScript, SQL, React, Next.js, React Native, REST APIs, PostgreSQL, Supabase, Git/GitHub
Cloud & Infrastructure	AWS, Microsoft Azure, Google Cloud Platform, Vercel, Docker, LiveKit/WebRTC, Self-Hosted & Hybrid Cloud Architecture
CRM & Enterprise Systems	Salesforce, HubSpot, CRM/ERP Integration, Google Workspace, Microsoft 365, Stripe
AI Development	Claude Code, OpenAI Codex, Cursor, OpenCode, OpenClaw, Hermes, Deepgram
Architecture & Delivery	Solution Architecture, Business Analysis, Requirements Engineering, System Integration, Process Mapping, Agile/SDLC, Jira, Confluence, Kanban, Lean

BUSINESS & LEADERSHIP SKILLS

Strategy & Transformation	Digital & AI Transformation, Technology Strategy, Business Process Optimization, Automation Strategy, Change Management, Continuous Improvement
Business Analysis & Consulting	Business Analysis, Process Discovery, Requirements Gathering, Stakeholder Management, Solution Design, AI/Automation Opportunity Assessment, Business Case & ROI Analysis
Product & Project	Product Strategy, Product Discovery, Roadmapping, MVP Definition, Project Management, Agile Delivery, Requirements Engineering, Implementation Planning
Leadership	Team Leadership, Cross-Functional Coordination, Volunteer Management, Organizational Leadership, Governance, Remote Team Management
Business Development	Entrepreneurship, Business Model Design, Consultative Selling, Client Discovery, Pricing Strategy, Go-to-Market, CRM, Salesforce, HubSpot
Training & Enablement	AI Training, Technical Training, Employee Upskilling, Workshop Facilitation, Instructional Design, Knowledge Transfer
Operations & Finance	Process Optimization, Operations Management, KPI Definition, Budget Planning, Cost Modelling, Financial Forecasting

EDUCATION

Engineering degree, computer science
ENSEA · 2016

MSc Management-Engineering
Audencia Business School · 2016

TRAINING & CREDENTIALS

AWS architecture training and China-specific Solutions Architect-equivalent credential

Professional Scrum Master · Professional Scrum Product Owner · ITIL · Lean Six Sigma · UiPath RPA Advanced Developer · Microsoft Power Platform Fundamentals

LANGUAGES

French · Native

English · Full professional

Spanish · Professional

Mandarin · Limited working

Thai · Elementary

BEYOND WORK

Teaching runs through every chapter: private tutoring in France, English and French lessons in China, volunteer education, and now training people around me to use AI. For fun, Unity and WebGL games, including a 50-player game controlled from phones via QR code, built by directed AI agents during a company afterwork and played the same evening.

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