

ABDUL MAJEED ISSIFU

Business Development Manager | Senior Technical Pre-Sales Consultant | International Technical Support Engineer | Solutions Engineer

📍 Open to Relocation (UAE | Europe | Africa) 📞 +90 552 470 28 37 ✉ issifu.amajeed@gmail.com 🌐 www.issifuamajeed.com

Nationality: Ghanaian. **Languages:** English (Native), Turkish (Professional - C1)

PROFESSIONAL SUMMARY

Results-oriented Business Development and Solutions Engineering professional with over six years of international experience helping organizations deploy enterprise biometric security, workforce management, and access control solutions across global markets.

Currently responsible for Business Development across Africa while serving as an International Technical Support Engineer for Shenzhen Union Timmy Technology Co., Ltd., supporting customers, distributors, and system integrators in more than **130 countries**.

Successfully progressed through three increasingly senior roles—from Middle East Technical Support Engineer, to Global International Technical Support Engineer, and ultimately to Business Development Manager—demonstrating consistent performance, technical expertise, and leadership.

Experienced in technical pre-sales, solution consulting, enterprise software integration, SDK/API support, customer workshops, technical presentations, distributor management, project deployment, and strategic business development.

Strong communicator with a proven ability to bridge engineering and business, helping customers adopt complex technologies while supporting revenue growth and long-term partnerships.

security and workforce management solutions while building long-term customer partnerships.

CORE COMPETENCIES

• Business Development • Technical Pre-Sales • Solution Consulting • Solutions Engineering • Technical Sales • Channel & Distributor Management • International Account Management • Solutions Engineering

• Customer Success • SDK Integration • Software Integration • Technical Documentation • Product Demonstrations • Customer Workshops • Access Control Systems

PROFESSIONAL EXPERIENCE

Shenzhen Union Timmy Technology Co., Ltd. (December 2023 – Present)

Business Development Manager (Africa) & International Technical Support Engineer

Career Progression

- **Business Development Manager (Africa) & International Technical Support Engineer** (*Current Position*)
- **International Technical Support Engineer (Global)** (*Promoted after one year*)
- **International Technical Support Engineer – Middle East Region** (*Initial Position*)

Key Achievements

- Earned **two promotions** within the company based on technical expertise, customer relationship management, and international business contribution.
- Provide technical consulting, solution support, and partner enablement to customers and distributors across **130+ countries**.
- Worked with **500+ distributors, channel partners, and system integrators** worldwide.
- Lead business development initiatives throughout Africa by identifying new business opportunities, supporting distributors, and expanding regional market presence.
- Represented Shenzhen Union Timmy Technology at international exhibitions, including **ISAF Turkey, Securex South Africa**, and business events in **Nigeria**.
- Delivered technical workshops and partner training sessions for distributors and enterprise customers, training groups of up to **20 participants**.
- Supported enterprise deployments involving **approximately 100 biometric devices** in a single implementation.
- Collaborated directly with firmware, software, and R&D teams to improve product quality and resolve complex technical challenges.

Responsibilities

- Drive business development activities across African markets by identifying new customers, distributors, and strategic partnerships.
- Conduct customer discovery meetings to understand business requirements and recommend appropriate technical solutions.
- Deliver technical presentations, product demonstrations, and solution consulting throughout the sales process.
- Support the complete customer lifecycle from technical pre-sales through deployment and post-sales support.
- Provide advanced international technical support for AI Face Recognition, Fingerprint Recognition, RFID, Palm Recognition, Access Control, and Workforce Management solutions.
- Assist software developers and enterprise customers with SDK integration, REST APIs, WebSocket communication, cloud connectivity, and third-party software integration.
- Diagnose and resolve complex firmware, networking, software, cloud platform, and database issues.
- Develop technical documentation, deployment guides, best practices, and troubleshooting procedures.

- Work closely with Product Management, Sales, and R&D teams to improve customer experience and product capabilities.

Sentez Computerized Time Control & Security Systems-Turkey

R&D Engineer | International Business Development | Digital Marketing

2019 – 2023

Key Contributions

- Developed desktop applications in C# supporting biometric time attendance and access control systems.
- Coordinated procurement, logistics, supplier management, and customs processes for biometric products imported from China.
- Supported enterprise solution design and deployment for access control and workforce management projects.
- Conducted software testing, quality assurance, and product validation for biometric hardware and software.
- Delivered technical support, customer training, and implementation guidance.
- Executed digital marketing campaigns supporting business growth and international product promotion.

Marmara University

NLP Research Leader

2018 – 2022

- Led research projects in Artificial Intelligence and Natural Language Processing.
- Developed Machine Learning and Deep Learning models for biomedical text analysis.
- Optimized BERT and BioBERT models.
- Published multiple IEEE research papers.

EDUCATION

Marmara University --- Master of Science (M.Sc.)

Computer Engineering (Artificial Intelligence)

2018 – 2022

GPA: 3.0 / 4.0

Selçuk University --- Bachelor of Science (B.Sc.)

Computer Engineering

2014 – 2018

GPA: 3.45 / 4.0 High Honors Graduate

University of Ostrava

Erasmus Exchange Programme (Computer Engineering)

2016

TECHNICAL SKILLS

Programming Languages

• Python • C# • SQL • JavaScript

Software & Technologies

• REST APIs • SDK Integration • WebSocket • Windows • Linux • Microsoft Office AI & Data Science

AI & Data Science

• Machine Learning • Deep Learning • TensorFlow • PyTorch • BERT • BioBERT • Scikit-Learn

Industry Technologies

• AI Face, Fingerprint, RFID and Palm Recognition • Time Attendance & Access Control Systems • Workforce Management Solutions • Enterprise Security Solutions

PUBLICATIONS

- Issifu, A. M., & Ganiz, M. C. (2021, September). A Simple Data Augmentation Method to Improve the Performance of Named Entity Recognition Models in Medical Domain. In 2021 6th International Conference on Computer Science and Engineering (UBMK) (pp. 763-768). IEEE.
- Issifu, A. M., Akça, O., Bayrak, G., & Ganiz, M. C. (2022, August). Traditional Machine Learning and Deep Learning-based Text Classification for Turkish Law Documents using Transformers and Domain Adaptation. In 2022 16th International Conference on INnovations in Intelligent SysTems and Applications (INISTA)
- Issifu, A. M., Çelikmasat, G., Aktürk, M. E., Ertunç, Y. E, G, & Ganiz, M. C. (2022, August). Biomedical Named Entity Recognition Using Transformers with BiLSTM + CRF and Graph Convolutional Neural Networks. In 2022 16th International Conference on INnovations in Intelligent SysTems and Applications (INISTA)
- Bayrak, Giyaseddin, and Abdul Majeed Issifu. "Domain-adapted BERT-based models for nuanced Arabic dialect identification and tweet sentiment analysis." *Proceedings of the Seventh Arabic Natural Language Processing Workshop (WANLP)*. 2022.

LANGUAGES

English — Native , Turkish — Professional Working Proficiency (C1), Arabic — Beginner

REFERENCES

Available upon request.