

JALAL SHAMS

Systems Builder - Telecom, Product, Web/AI, Creator Systems

Monroe, WA | jalal@jalalshams.tech | [linkedin.com/in/jalaluddinshams](https://www.linkedin.com/in/jalaluddinshams) | jalalshams.tech | socialdense.agency

SUMMARY

Multidisciplinary systems builder spanning carrier-scale telecom architecture, certified product ownership, research-first websites, AI automation, content systems, e-commerce, and creator-led community growth.

EXPERIENCE

Founder and Lead Strategist - Social Dense

May 2023 - Present | Monroe, WA

- Run a research-first studio building websites, AI automation, and content systems for small businesses and nonprofits.
- Built a nonprofit content and reporting platform that became a single source of truth for 50+ active projects and reduced administrative workload by 40%.
- Develop custom web and AI systems using Next.js, React, Node, WordPress, n8n, SEO, AEO, and GEO practices.

Founder and Content Creator - Talk Before Wicket

Apr 2022 - Present | Remote

- Built an organic cricket community of 32,000+ followers around content, podcasting, e-commerce, and coaching.
- Operate an e-commerce and coaching platform that grew revenue 3x through iterative product and content improvements.

Systems Architecture Engineer - T-Mobile

Jan 2019 - Oct 2021 | Bellevue, WA

- Designed and deployed 4G/5G policy systems governing data speeds, data buckets, tethering, throttling, and roaming behavior.
- Coordinated technical integration across 100+ IoT service providers and multiple MVNOs; authored FRDs and MOPs for engineering, product, QA, and operations.

SELECTED PROJECTS

- Islam in Seattle - community platform with prayer times, events, visit requests, resources, and 39+ articles.
- MKASEA - nonprofit operations platform with custom dashboards, project tracking, and role-based access.
- Talk Before Wicket - creator commerce and coaching system for a 32,000+ cricket community.

EDUCATION AND CERTIFICATIONS

BS Electrical and Telecommunication Engineering - COMSATS University, Islamabad | Certified Scrum Product Owner | KCS v6 Fundamentals | Microsoft Azure Fundamentals

SKILLS

Systems architecture, product delivery, Next.js, React, Node, WordPress, AI automation, n8n, SEO, AEO, GEO, content strategy, e-commerce, podcasting