HAFIZ MUHAMMAD AHMED

AI ENGINEER | ML | GEN AI | AGENTIC AI

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Holding a Valid and Transferable Iqama

AI Engineer with over 5 years of experience in Machine Learning, NLP, and Generative AI. Specialized in designing, building, and deploying AI agents, RAG systems, and MLOps pipelines that automate enterprise workflows, enhance business efficiency, and deliver exceptional user experiences. Currently delivering GenAI-driven supply chain and procurement automation for Saudi Aramco. Based in Saudi Arabia with a valid and transferable Iqama, available for immediate transfer without any restrictions.

PROFESSIONAL EXPERIENCE

GenAI Engineer, Capgemini (Client: Saudi Aramco) | Saudi Arabia **Jan 2026 - Present**

- Delivering a GenAI-powered supply chain and procurement intelligence platform for Saudi Aramco, automating end-to-end procurement workflows across contracts, purchase orders, RFQs, and SOWs.
- Designed and built multi-agent systems with LangGraph and LangChain combining RAG and NL2SQL, enabling business users to query spend, supplier, and contract data in natural language and reducing manual document review effort by 40%.
- Engineered a production RAG pipeline on PostgreSQL/pgvector with hierarchical chunking, hybrid retrieval, and reranking across bilingual (English/Arabic) procurement documents, improving answer accuracy and traceability.
- Deployed and orchestrated services on OpenShift using FastAPI, Prefect, and CI/CD pipelines, ensuring enterprise-grade security, observability, and scalability.

AI Lead Engineer, MindLink | Denmark (Remote) **Oct 2025 - Jan 2026**

- Led end-to-end development of production-grade AI products, including a high-performance Lead Engine for 4xRobots (USA) and a fully automated AI Calling System for MyGoat, driving 60% higher ICP-qualified leads.
- Delivered significant revenue impact by boosting lead quality and improving sales closing rates by 35%, enabling both companies to scale outreach and operational efficiency.

Senior AI Product Engineer, Code Reroute | Canada (Remote) **Mar 2024 - Sep 2025**

- Designed and deployed end-to-end ML/NLP systems including personalized Reels recommendations, a custom chatbot, sentiment analysis, and AI automation improving efficiency and engagement by 25-30% and reducing manual workload by 20%.
- Led complete product integration and workflow optimization for AI/ML features, ensuring seamless deployment, stable performance, and measurable user-experience improvements.

Lead ML Engineer, Pioneer Ideas | Jeddah, Saudi Arabia (Remote) **Jan 2023 - Jan 2024**

- Led a team of 4 to build scalable ML solutions including recommendation and forecasting models improving inventory prediction accuracy by 10% and cutting training time by 20%.
- Designed end-to-end ML systems with strong MLOps and CI/CD practices, ensuring seamless AWS deployment and 99.9% uptime.

Machine Learning Engineer, ZHAB Developers | Karachi, Pakistan **Aug 2021 - Dec 2022**

- Built sports analytics models and Power BI dashboards, boosting prediction accuracy by 18% and delivering actionable insights.
- Applied K-means clustering to segment customers into 5 key groups, enabling deeper client understanding and data-driven decisions.

AI Engineer Intern, Radical X | United States (Remote) **Jan 2021 - Jul 2021**

- Built a Python-based post recommendation system and improved TensorFlow model accuracy by 12%, increasing content relevance and boosting user session time by 8-15%.
- Analyzed user behavior and profiles using Pandas and NLP techniques to enhance personalization and overall user engagement.

TECHNICAL SKILLS

- Machine Learning
- Deep Learning
- NLP
- Generative AI
- Agentic AI & Multi-Agent Systems
- Python
- LangChain, LangGraph
- CrewAI, OpenAI Agents SDK
- TensorFlow, Keras, PyTorch
- FastAPI
- RAG & NL2SQL Pipelines
- Vector Databases (pgvector, FAISS)
- MLflow, MLOps & CI/CD
- Cloud Deployment (AWS, Azure)
- Docker, Kubernetes / OpenShift

EDUCATION

Asia Pacific University (APU) | Kuala Lumpur, Malaysia **May 2024 - June 2025**

- MSc in Artificial Intelligence | CGPA: 3.7
- Relevant coursework: Machine Learning, NLP, Deep Learning, Image Processing, AI, Power BI

NED University | Karachi, Pakistan **Oct 2019 - June 2023**

- Bachelors in Software Engineering | CGPA: 3.0
- Software Engineering, Python Fundamentals and OOP, Software Architecture, DSA

PROJECTS

AI Powered Customer Support Chatbot

- Built an AI chatbot with LangChain, OpenAI, and FastAPI for contextual, personalized support at scale.
- Deployed with Docker; integrated CRM, multilingual support, sentiment analysis, and messaging platforms.

Real-Time Sentiment & Voting System Using ML and NLP

- Built a real-time sentiment analysis system using Python, NLP (NLTK/spaCy), and ML models (Scikit-learn/TensorFlow) to classify customer reviews and visualize sentiment trends.
- Integrated with e-commerce platforms, deployed via Docker, and enabled multilingual, aspect-based insights with live alerts for negative feedback.

AI Powered Content Writing Agent with CrewAI and FastAPI

- Developed an AI-powered content creation system using CrewAI, FastAPI, and OpenAI API to automate SEO-optimized article and blog generation from user-defined topics and keywords.
- Integrated plagiarism checks, CMS publishing, multilingual support, and performance analytics, backed by vector database storage and scalable Dockerized architecture.

CERTIFICATION

AI Engineering **Jan 2024**
Microsoft Azure

IBM Data Science Professional Certificate **Feb 2025**
IBM