

DHU SHAMMAA

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EDUCATION

Georgia Institute of Technology – Master of Science in Computer Science, ML specialization – GPA: 3.80/4.00 Dec 2023
University of Technology – Bachelor of Science in Computer Engineering Sep 2005

CERTIFICATIONS

- Generative AI Certified from DeepLearning.AI, Cisco Network Associate (CCNA) Certified, HIPPA Certified
- Udemy Certifications: Data Warehousing, MySQL, Python, PowerBI

EXPERIENCES

Mega Corporate Operations

Beverly Hills, CA

IT Support Specialist

Feb 2025 – Current

- Analyzed and resolved network and IT issues for clients (CLUB MONACO, LA SENZA, ESCADA) using Cisco Meraki and Jira, ensuring timely resolution.
- Provided IT support and diagnostics, including Azure Active Directory management, to minimize downtime

101GenAI

San Francisco, CA

Machine Learning Engineer - Internship

May 2024 – Current

- Developed a chatbot for the healthcare industry using RAG and LLMs (GPT-4.o, Claude 3) with Python, enhancing performance by fine-tuning the RAG pipeline, specifically focusing on chunking strategies (Link to website)
- Utilized MLFlow for experiment tracking and implemented FastAPI to build RESTful APIs for seamless data integration, resulting in a 22% improvement
- Developed statistical predictive models and machine learning algorithms to predict patients' wound healing statuses, leveraging GPU acceleration for efficient training
- Applied MLOps principles to automate model lifecycle management, ensuring seamless deployment, scalability, and continuous monitoring of inference models
- Optimized data pipelines and infrastructure by implementing automated CI/CD pipelines, streamlining integration between agent orchestrators, retrieval systems, and inference models to enhance reliability, scalability, and deployment efficiency
- Utilized MongoDB for efficient management of copilot configuration and interaction history, Docker for consistency across development environments, and GitHub for seamless collaboration with fellow engineers

AT&T – Pyramid Consulting Inc

Austin, TX

Data and Network Analyst

Oct 2022 – May 2024

- Analyzed AWS network operations for major clients (Kaiser, Hilton, Starbucks, Disney) using Excel and data visualization tools
- Resolved performance bottlenecks by analyzing traffic patterns and provided recommendations that improved network efficiency and increased client satisfaction by 20%. Tickets were received via Salesforce and ServiceNow
- Led the network upgrade for Hilton Hotels, replacing RgNet devices with new Meraki equipment, resulting in a 30% improvement in Wi-Fi internet connection performance and a 25% reduction in ticket resolution time

US Radiology

Santa Monica, CA

Data Analyst – AI Team

Oct 2017 - Jul 2020

- Built predictive models and visualizations using machine learning and Power BI dashboards to address business challenges such as doctor caseloads and hourly influx, resulting in a 16% increase in reviewed cases
- Designed a deep NN classifier using PyTorch, which analyzes X-ray and CT scans to predict critical conditions with 95% precision
- Led the data management initiative, overseeing data collection, cleaning, and visualization using Power BI, which resulted in the successful creation of AI models for generating patient priority reports for emergency room triage
- Automated daily data manipulation tasks using Python and SQLite, resulting in a 35% increase in data wrangling efficiency

PROJECTS

- Data Visualization:** Led the development of a COVID-19 risk prediction dashboard with 96% model accuracy using CDC data. Built a machine learning pipeline integrating data with visualizations using TabPy (Python – Tableau), managed with SQLite, and processed data at scale using Google Cloud for ETL tasks
- Natural Language Processing:** Developed sequence-to-sequence models from scratch with PyTorch (Transformer, Seq2Seq LSTM, RNN) for text processing, achieving superior results with a fine-tuned multi-head attention Transformer architecture
- Databricks:** Analysis of the New York City Taxi & Limousine Commission (TLC) dataset using Spark/Scala on Databricks and developed an automobile price prediction model with Microsoft Machine Learning Studio
- Supervised Learning:** Implemented diverse machine learning models (decision trees, neural networks, etc.) achieving high accuracy (90%-95%) on Breast Cancer data. Performed hyperparameter tuning (e.g., neural network layers) and evaluation metric analysis (Type 1/Type 2 errors, validation curves) to ensure robust models with minimized overfitting
- Unsupervised Learning:** Analyzed credit card fraud data using K-Means and Gaussian Mixture clustering. Tuned parameters with the elbow technique, BIC scores, and Silhouette analysis. Additionally, applied PCA, ICA, and RCA for dimensionality reduction

ADDITIONAL

- Research: Development of an Intelligent Temperature Control System for Farm Climate Management using C++
- Skills: Python, SQL, SQLite, R, C++, Excel, LLM, PyTorch, TensorFlow, Scikit-learn, Pandas, Spacy, NumPy, Spark, Scala, MLFlow, Kafka, Airflow, AWS, Azure, GCP, Docker, Kubernetes, GitHub, Tableau, Power BI, Matplotlib, Jupyter, Agile, Scrum