Jamil Hawwash — Data Scientist

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AI Engineer and Data Scientist skilled in machine learning, AI, and backend development using Python, FastAPI, and AWS. Experienced in building multilingual voice agents, RAG systems, and data-driven automation to improve decision-making and operational efficiency.

Education

BSc. Data Science & Artificial Intelligence   09/2020 – 07/2024 | Amman, Jordan
Princess Summaya University for Technology

Key Competencies

A.I & ML: PyTorch, TensorFlow, Keras, Scikit-Learn, OpenCV, Qdrant, Haystack, Pipecat, Prompt Engineering

Data Engineering & Analysis: Excel, Power BI, Matplotlib, Seaborn, PySpark, Pandas, NumPy

Interpersonal Skills: Teamwork, Communication, Multi-Tasking, Problem-Solving

Programming: Python, SQL, R, C++

Automation & Tools: Power Automate, Selenium, n8n, Git, FastAPI, AWS (S3, SES, Sagemaker), Postgres, RabbitMQ, Docker

Languages: English, Arabic

Professional Experience

A.I Engineer, Egnite   06/2025 – Present | Amman, Jordan
- Developed and deployed end-to-end multilingual RAG-based AI voice agents using FastAPI, Pipecat, Haystack, Qdrant, and Gemini/OpenAI models, implementing function calling to orchestrate scheduling, ticketing, and support workflows, reducing manual agent handling by ~35% for enterprise clients.
- Containerized and deployed real-time STT pipelines, and trained custom XTTS voices using Docker on RunPod and AWS, achieving sub-500 ms transcription latency and delivering natural-sounding Arabic speech synthesis in production environments.
- Built and scaled backend microservices for ticketing, scheduling, and notifications using SQLAlchemy, REST APIs, and AWS (S3, SES), supporting 5k+ automated interactions per month across deployed services.
- Optimized prompt design and multilingual dialogue flow across Jordanian, Iraqi, and Saudi Arabic dialects, improving contextual accuracy and increasing end-user satisfaction by ~25%, while reducing fallback by ~30%.

Data Science Intern - DGX, Miral Destinations   02/2025 – 06/2025 | Abu Dhabi, UAE
- Analyzed user-bot interactions using Python to identify behavioral patterns, reducing bot-to-agent transfer rates by 30% and improving engagement quality.
- Developed a Python-based NLP system with regex and token metrics to categorize chatbot queries, revealing top FAQs and failure points.
- Automated weekly reporting and testing using Python, Excel, and Power BI to track FAQs, failure points, and agent handoff triggers.
- Collaborated with the CRM team to perform revenue analysis across all tenants, uncovering sales trends and supporting strategic decision-making for tenant management.

Data Analysis Intern - Part Time, Jaramed   08/2023 – 05/2024 | Amman, Jordan
- Developed an end-to-end ETL pipeline using Python and SQL to extract, clean, and structure pharmaceutical sales data, improving data quality and analysis readiness.
- Performed demand forecasting and sales analysis using different machine learning models (XGBoost, LSTMs, ARIMA) to uncover seasonal trends and optimize distribution strategies across multiple countries.

Projects

Real-Time Driver Drowsiness Detection
- Developed a CNN model with a robust architecture using TensorFlow to detect drowsiness from facial cues.
- Trained the model on our own dataset, consisting of 2,000 images from volunteers, achieving an accuracy of over 95%. Used techniques like data augmentation to decrease overfitting.
- Deployed the model on Raspberry Pi with a camera and buzzer connected for real-time detection and alerts.

CNN-based COVID-19 X-ray Classifier
- Trained a CNN from scratch to classify chest x-ray images as COVID-19 or normal.
- Applied data augmentation and preprocessing for model robustness, achieving a 98% accuracy in classifying COVID-19 cases from X-rays.

Awards

1st Place Hackathon Winner, Innov8 Bahrain   13/05/2023
- Co-developed an AI-powered chatbot using OpenAI API to simulate patient–doctor interactions, enabling medical students to practice OSCE exam scenarios.
- Earned 1st place out of 20 competing teams, recognized for innovation and real-world applicability in medical training.

Certificates

Change Management - **TAAEEN**

Additional Information

- UAE Golden Visa Holder
- Driving License

References

Available upon request