MOHSIN ALI

 LinkedIn | 📱 +92-300-9485510 | 🌐 Portfolio Website | ✉ mohsin.ali.tele@gmail.com | ⦿ GitHub

Skills

- **Programming Languages**: Python, JavaScript, C++, Matlab, MySQL, HTML, CSS
- **Libraries / Frameworks**: TensorFlow, PyTorch, Scikit-learn, Keras, Pandas, NumPy, Matplotlib, Seaborn, FLASK, Node.js, AWS SageMaker, Docker, Kubernetes, Rapids, Excel, Tableau
- **Skills:** Large Language Models (LLM) | Generative AI | RPA | RAG | RAFT | Agentic AI | Data Ingestion | Data Preprocessing | Data Analytics | Feature Engineering | PCA | Cross-Validation | Model | Optimization | Hyperparameter Tuning | Model Deployment | Natural Language Processing (NLP) | Computer Vision | Reinforcement Learning | Frontend | Backend | English and Urdu – *Native proficiency*

Experience

Software Developer (ML - ServiceNow) — JAZZ — *Lahore, Pakistan* — 02/2024 - Present

- Developed prototypes of **RAG** and **RAFT LLM Agentic Chatbots** with **RPA** capabilities for **Jazz** and **JazzCash** customer service.
- Developed **Machine Learning** based **RAN Parametric Optimization** and **Customer Churn Prediction** models for the RAN planning team.
- Led the **digitalization**, **design**, and **development** of enterprise-level Jazz applications, achieving a **28.7% YoY revenue growth** using **ServiceNow ITSM**.
- Implemented **scalable APIs** with **Node.js**, **Python**, **SQL**, and **ServiceNow ITSM**, handling thousands of daily inter and intra-organizational requests/tasks.
- Managed **end-to-end product development**, including requirements, implementation, testing, and configuring metrics, alarms, SLAs, and dashboards.
- Integrated **CI/CD** pipelines, performed **load** and **stress** testing, and managed projects while **liaising** with customers.

RAN Performance Management Specialist — JAZZ — *Lahore, Pakistan* — 09/2022 - 02/2024

- Developed a **Machine Learning** early KPI/KQI degradation detection system leading to a **99% deduction** in diagnosis time for RAN performance team.
- Developed Excel and Python based **RPA workflows** for diagnostic escalations, cutting packet loss rate diagnosis time by **97%**.
- Created Excel and Tableau based **automated dashboards** for special occasion reporting, reducing the hourly report preparation time by **98%**.
- Coordinated with cross-functional teams to rapidly diagnose and resolve network errors, minimizing downtime and service disruptions.

Graduate Research and Teaching Assistant — LUMS — *Lahore, Pakistan* — 08/2019 - 09/2022

- Energy-efficient belief propagation decoder for edge 5G devices.
- Improving error-rate performance of the polar code decoding algorithm for 5G Wireless Communication.
- Enabling ubiquitous 4G/5G coverage through pop-up networks in rural areas for tele-medicine and remote education.
- Designing Reconfigurable Intelligent Surfaces (RIS) for 6G cellular networks and beyond.
- Fixed Point modeling of Differential Space-Time Block Coded (DSTBC) Modulated Wireless Link (with NESCOM)

Telecommunications Intern — SNGPL — *Lahore, Pakistan* — 06/2018 - 09/2018

- SCADA · PLC · Real-time data acquisition · Digital Multiplexing and DNS design · Physical Layer · Digital Exchange design

Education

Master of Science (EE) — LUMS — *Lahore, Pakistan* — 08/2020 - 12/2022

- Relevant Courses: Advanced Digital Signal Processing · Artificial Intelligence · Computer Networks · Cybersecurity · Information Theory

Bachelor of Science (EE) — LUMS — *Lahore, Pakistan* — 08/2015 - 12/2019

- Relevant Courses: Computer Networks · Signal and Image processing · Control Systems · Biomechanics

Projects 🌐

Over 40 projects including End to End products, and Research paper implementations. Details available here 🌐

- End to End ML student performance predictor web application with EDA, FLASK Web App, AWS deployment, and CI/CD Pipeline.
- AI Coffee shop barista using Llama Index and a RAG assisted pre-trained LLM (Falcon-14B)
- DeblurGANv2 based deteriorated image restoration
- Fine-tuned FLAN-T5 with Proximal Policy Optimization (PPO) using Facebook's hate speech reward model to create positive transcript summaries

Certifications 🌐

Over 180 certifications from NVIDIA, Coursera, LinkedIn Learning, Seminars, and Offsite training. Details available here 🌐

- **Artificial Intelligence**: Machine Learning · Deep Learning · Generative AI · NLP · LLMs · Computer Vision
- **Tools & technology**: Tableau · Python · SQL · Excel · MS PowerPoint
- **Interpersonal and non-technical skills**: Leadership · Listening Skills · Conflict Resolution · Project Management · Problem Solving Methodologies · Effective Communication · Business Utility Analysis · Sales · Financial Strategy · Persuasive Writing

Achievements

- **JAZZ NOC Employee of The Month July 2023**
- **LUMS MS Merit Scholarship Award (2021 – 2022)**
- **Member of the Internet Society (link) (September 2024 - present)**