Amro El-Siddig

SOFTWARE DEVELOPER

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Professional Summary:

Softwrae developer with a robust foundation in data analysis, machine learning, and AI algorithms, complemented by extensive experience in data visualization and ETL processes. Adept at transforming complex datasets into actionable insights to drive AI-powered product development and business decisions. Proficient in Python, SQL, and data visualization tools, with a proven ability to collaborate effectively within cross-functional teams in remote environments. Eager to leverage technical expertise and analytical skills to contribute to innovative AI-driven solutions.

Key Projects:

- **Airline complaint AI Assistant:** Developed an AI-powered assistant to support the Customer Affairs team at Emirates Airline by automating complaint handling tasks such as summarization, translation, CR code classification (across 564 root cause codes), and policy-related Q&A through a knowledge base. improving SLA compliance and significantly reducing manual workload. Built with Python, FastAPI, Docker, GPT-4, and Sentence Transformers, it also incorporated full PII masking to ensure data privacy.

- **Baggage Prorate Automation:** Automated the baggage prorating process that generates IATA-compliant billing notices and streamlines cost splitting, resulting in a monthly saving of over 60+ working-hours through the elimination of manual processing by using python, Docker, and Azure tools.

- **Semantic Book Recommender:** an intelligent book recommendation system powered by large language models and semantic search. this project transforms book descriptions into mathematical embeddings to enable precise, content-based recommendations, helping readers discover their next favorite book without relying on traditional ratings or categories

- **LangChain Multi-Source Q&A Project:** Developed a Retrieval-Augmented Generation (RAG) system using LangChain and OpenAI GPT to handle queries from multiple data sources such as Wikipedia, Arxiv, and various web pages. Integrated FAISS for efficient similarity search and document processing, enabling real-time, context-aware responses. This project enhanced skills in natural language processing, data integration, and AI model deployment.

- **Parasites**: Created a Python-based scraper for tracking cryptocurrency traders on Binance, utilizing Pandas and NumPy for data manipulation. Implemented signal notifications to a Telegram channel and deployed the application on the cloud for continuous 24/7 operation. Demonstrated proficiency in data extraction, preprocessing, and cloud deployment.

- **Ft_transcendence :** Developed a complete backend for web applications using Docker, Django, JavaScript, HTML, and CSS, emphasizing data integration and collaborative development. This project highlighted abilities in data handling, API integration, security, and maintaining data integrity across platforms.

Experience

Senior Customer Affairs Assistant | Emirates Airline   **2023 - Present**

- Support pre-investigation, investigation, and post-investigation activities.
- Managed and interpreted customer data to improve service quality and operational efficiency.
- Collaborated with cross-functional teams to align customer insights with business objectives.

Sales and Customer Agent | Emirates Airline   **2022 - 2023**

- Addressed customer queries and promoted Emirates services and products.
- Identified customer needs, enhanced revenue by promoting additional services, and issued tickets to offer tailor-made travel solutions.

Baggage Network Support Officer I Etihad Airways   **2018 – 2020**

- Tracked and analyzed baggage handling data to optimize operations and reduce mishandling incidents.
- Monitored contractor performance using data metrics, enhancing overall baggage operations efficiency.

Administrative Support | Etihad Airways   **2017 - 2018**

- Collaborated with managers to find development areas, combined data from various sources, and liaised with authorities in baggage operations.
- Tracked and recorded department data to generate performance report.

Guest Service Agent I Etihad Airways   **2014 – 2017**

- Handled baggage operations and managed customer complaints, ensuring prompt and satisfactory resolutions.
- Provided solutions and compensations to unsatisfied guests and assisted VIP clients with excellent customer service.

Education

RNCP-7 (master's degree) in in Data Science and Artificial Intelligence Applications	42 Paris	2024 - 2026
Software Engineering Program	42 Abu Dhabi	2021 - 2024
Diploma in Leadership and Management	IATA – Montreal	2020
Diploma of Ground operation	IATA - Spain	2018
Diploma of Foundation in Travel and Tourism	IATA – Montreal	2012
Diploma in Travel and Tourism	AL-Zouman Training center – Jeddah	2012

Skills & abilities

Programming Languages:	Python, SQL, C, C++, JavaScript, HTML, CSS,
Data Analysis & Visualization:	Microsoft Excel, Microsoft Power BI, Pandas, NumPy
Machine Learning & AI:	scikit-learn, TensorFlow, PyTorch, LangChain, Hugging Face
Database Systems:	SQL, Postgres
Tools & Platforms:	Docker, Git, APIs, Cloud Platforms (AWS, Google Cloud, Azure)
Frameworks:	Django, Fast-Api, Flask