

## About

Applied AI Engineer with 5+ years of experience, driving AI product development across backend, agentic workflows, and customer-facing solutions. I've led the end-to-end deployment of a conversational Travel Assistant integrating **OpenAI**, **LangChain**, **LangGraph**, and **RAG pipelines**. With a strong Python foundation, I've productionized **multimodal and agentic AI systems**, collaborated with stakeholders ranging from product to research, and worked directly with users to fine-tune outcomes. I bring a **customer-centric mindset**, deep technical intuition, and a track record of delivering impactful **GenAI** applications that bridge cutting-edge research with real-world value.

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## PROFESSIONAL EXPERIENCE

### AI Engineer

Sindibad, Dubai, UAE (Remote)

Jan 2024 – Present

- **LLM Agent Systems & Tooling:**

Developed a production-grade AI assistant using **OpenAI Agents SDK and LangGraph**. Built a modular agent framework with over 10 tools including travel search, booking planner, cost estimators, and custom web search. Introduced a Coordinator Agent pattern for tool orchestration and fallback handling, boosting tool success rates by 20% and enabling scalable reasoning workflows.

- **LLM Backend Integrations:**

Developed scalable backend services in **Python/Django (Async Programming)** to integrate with **OpenAI APIs, OpenAI Agents and LangGraph**, enabling **multi-turn conversational flows** and dynamic tool invocation.

Designed a modular LLM tool orchestration layer (LangGraph + OpenAI agent framework) supporting 10+ functions like booking, search, and estimation.

- **Retrieval-Augmented Generation (RAG):**

Built a domain-specific **Retrieval-Augmented Generation (RAG)** pipeline grounded in internal business knowledge and real-time system context to improve the assistant's ability to generate relevant and informed responses.

- **Prompt Engineering & Evaluation:**

Iterated on prompts using human-in-the-loop testing, comparing GPT and Gemini models. Built a **DeepEval-based pipeline** to benchmark BLEU, ROUGE, and BERTScore, enabling automated testing with Slack alerts on prompt changes.

- **Multimodal Input & Vision Features:**  
Added support for voice recording and image input (passport OCR via Azure Vision + OpenAI), reducing booking friction and cutting rectification time by 35%.
- **User Feedback & Conversation UX:**  
Analyzed anonymized user chats, session replays, and direct feedback to optimize assistant tone, persona, and error recovery flows. These improvements increased successful order completion and reduced bounce rates across funnels.
- **Product Ownership & Delivery:**  
Acted as the thread lead for Sindibad's AI Assistant initiative, coordinating across product, design, engineering, and support teams. Led roadmap planning, prioritized AI feature development, and aligned technical execution with user and business needs. Presented the Assistant in multiple investor demos and collaborated on support automation tools that doubled triage speed.

## Software Engineer

Alibaba, Tehran, Iran (On-site)  
Apr 2022 - Jan 2024

Built and maintained high-scale mobile travel features with a focus on product impact and reliability.

- Delivered a hotel booking MVP in collaboration with product and design.  
Improved booking flow performance, contributing to a 20% boost in conversion.
- Maintained 99.8% crash-free sessions across 1M+ users and a 4.6+ app rating.

## Software Developer

Miare, Tehran, Iran (On-site)  
Dec 2020 – Apr 2022

Engineered scalable features for Miare's courier app, improving performance and support tools.

- Refactored delivery workflows, improving efficiency by 15%.
- Strengthened socket-based architecture for real-time reliability.
- Reduced support requests by 35% through in-app self-service tools.

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## EDUCATION

Bachelor of Science in Computer Science  
University of Kashsan, Kashan, Iran

## LANGUAGES

English (Fluent) - Persian (Native)

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## SKILLS

Python, OpenAI Agents, OpenAI APIs, Django, Async Programming, API Design, PostgreSQL, Redis, REST APIs, OpenAI Evaluation, Gval, DeepEval, Agentic Architecture, LangGraph, LangChain, Azure Document Intelligence, GitHub Actions