

PROFESSIONAL SUMMARY

I am a results-oriented AI Project Manager and Analyst with over 5 years of experience leading and managing complex projects in the hospitality and healthcare industries. I possess a strong blend of technical expertise in cloud-based deployment, API development, and LLM frameworks, coupled with exceptional project coordination and stakeholder management skills. I am passionate about leveraging my skills to drive innovation and deliver successful outcomes in dynamic and fast-paced environments.

EXPERIENCE

Duetto Research | Las Vegas, NV

Lead Project Analyst | June 2021 – January 2024

- Worked as the Deployment Project Lead for all Latin American accounts, leading cross-functional, and multilingual teams in successful collaboration and vendoring of Duetto's products to some of the biggest international hotels such as the Hilton, Hyatt, Ritz-Carlton, Four Season, Camino Real, Watergate, etc...
- Achieved revenue recognition of over \$1 million in ARR by Independently Managing 60+ accounts and over 100+ hotels, integrating Duetto into various PM Systems, Channel Managers, and Rateshoppers.
- Managed stakeholder expectations through regular communication and status updates, fostering strong relationships and ensuring project alignment with business objectives, while meeting our SLA budgets.

Ai Design Corps™ | New York, NY

Project Manager, Covid Helpline Non-Profit | January 2020 – June 2021

- Led the covid-helpline project, a non-profit that was aimed to provide assistance and information about COVID-19 cases, news updates, vaccine centers, etc... offline, to anybody, via free SMS text message.
- Ran Agile Ceremony meetings for the team, business meetings, and helped secure funding for the project by receiving grants and volunteer funds, such as sponsor funds, and a \$500 grant from Twilio.
- Established a robust online presence across multiple social media platforms, including Facebook, Instagram, Twitter, and YouTube, reaching over 800 members and amplifying the project's impact.

Ameren | St. Louis, MO

API Application Developer | March 2019 – January 2020

- Migrated on-prem monolithic REST APIs to a dynamic cloud version using Salesforce MuleSoft.
- Manipulated terabytes of internal CRM data to optimize our dynamic API interface for our call center team to interact with customer data in a PII compliant way.
- Worked in Agile methodology, practicing flexibility and adaptability, Kanban, weekly knowledge-share sessions, and frequent peer-reviews, documentation sharing, and pair-programming sessions.

EDUCATION

Generative AI Nanodegree

Udacity | April 2024

- Acquired job-ready skills, such as text generation with Large Language Models and foundational theories.
- Worked through generative AI complexities such as computer vision and crafting advanced AI chatbots.
- Utilized deep learning frameworks like PyTorch, and various techniques including Transfer Learning and Parameter Efficient Fine-Tuning to develop and deploy advanced neural network models for tasks such as image classification, text generation, and natural language processing.

Bachelors of Science, Mathematics | Economics Minor

University of Illinois, Chicago (UIC) | December 2019

- Led the undergraduate research for the Mathematics 3D space visualization Project: [Learn more](#).
- Actively participated in the Mathematics & Computer Science Clubs.
- Served as an Eco-Educator in the Sustainability Club.

PROJECTS

OpenAI Custom Chatbot | [Github Repo](#) - [Medium Article](#)

- Developed a custom chatbot project using OpenAI API, and Wikipedia, that allows for a fully dynamic conversation with extensive coverage of any subject, providing rich content for chatbot responses.
- Leveraged Python's BeautifulSoup to scrape Wikipedia, extracting data relevant to the user's search topic, transforming data into a versatile dataframe that accomodates a diverse range of prompts.
- Engineered Python functions to create embeddings for text data using the embedding model text-embedding-3-small, followed by building prompts using the completion model gpt-3.5-turbo.

Personalized AI Real Estate Assistant | [Github Repo](#) - [Medium Article](#)

- Developed a personalized real estate agent application that provides homebuyers with the optimal home listings based on their given requirements, leveraging machine learning techniques like deep learning.
- Utilized Python and various libraries including langchain, OpenAI Python library, and chromadb to generate real estate listings data, save it to a CSV file, and read it into a DataFrame.
- Demonstrated proficiency in initializing OpenAI text models, performing data manipulation tasks to analyze generated real estate data, and managing python project environment and dependencies.

Rotten Tomatoes Sentiment Analysis | [Github Repo](#) - [Medium Article](#)

- Implemented a sentiment analysis model to improve the results of Rotten Tomatoes dataset using the distilbert-base-uncased model, the Hugging-Face transformers library, and LoRA configs.
- The dataset is pre-processed using the distilbert-base-uncased tokenizer, achieving improvements in evaluation metrics such as loss and accuracy post-fine-tuning.
- Achieved a PEFT (Parameter-Efficient Fine-Tuned) model that outperformed the Base Model, with reduced evaluation loss, increased accuracy, and evaluation runtimes.

Lead Project Manager for Abroad Healthcare Startup | [3iyeda.com](#)

- Led IT teams abroad to develop and implement AI-driven solutions for automating medical prescription and procedure submissions for a healthcare startup, taking it from the ideation phase to having over 300 enrolled providers, nominating it as the #1 best upcoming startup by The Tunisian Business School.
- Ensured the compliance and security of applications utilizing personal health information by adhering to EU and foreign HIPAA compliance requirements.
- Implemented monitoring tools to track system performance and identify trends, and provided regular progress reports for stakeholders, highlighting accomplishments, challenges, and future initiatives.

SKILLS

Technical Skills

Python, Pytorch, HuggingFace, R, Relational Databases with SQL, Git & Version control, Postman & REST APIs, SFTP via CyberDuck, Atlassian Confluence & Jira, Salesforce Einstein & MuleSoft, Parameter Efficient Fine Tuning (PEFT), Prompt Engineering, Deep Learning, Text Tokenization and Generation with LLMs, NLP & NLP Transformers, Neural Networks, Foundational - Embedding & Completion Models, Cosine & Stable Diffusion Image Generation & Classification, Data Analysis & Visualization, Web Scraping via BeautifulSoup

Managerial Skills

Project management & Leadership, Negotiation, Strategic Planning, Teamwork & Communication, Agile Methodology & Adaptability, Cost analysis and Management, Change Management via Service-now, On-call management via PagerDuty, Software Development Life Cycle (SDLC), Leading Blameless Postmortems, Customer Relationship Management (CRM), Regulatory and HIPAA Compliance.