

## 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.