

TAHA MAHMOOD SYED

Islamabad, Pakistan | +92-3155899936 | tahatms@gmail.com | linkedin.com/in/tahatms |
github.com/tahatms12 | tahalab.online

AGENTIC AI ENGINEER

PROFESSIONAL SUMMARY

Agentic AI Engineer with hands-on experience building and deploying AI agents, RAG applications, LLM-powered automations, and production evaluation systems. Combines Python, FastAPI, PostgreSQL, LangGraph/CrewAI, OpenAI/Anthropic/Gemini APIs, GoHighLevel, and business-process design to turn client and operational requirements into maintainable AI solutions. Experienced with tool/function calling, memory, embeddings, vector retrieval, structured outputs, logging, validation, APIs, webhooks, CRM automation, technical documentation, and production support.

TECHNICAL SKILLS

- **Agentic AI and LLMs:** Python, OpenAI, Anthropic Claude, Gemini, LangGraph, LangChain, LlamaIndex, CrewAI, AutoGen, multi-agent architectures, tool/function calling, memory, structured outputs, prompt engineering, evaluation frameworks
- **RAG and Knowledge Systems:** RAG, document ingestion, chunking, embeddings, vector databases, retrieval, Voiceflow knowledge-base API integration, asynchronous indexing, idempotency, polling, retry and rate-limit handling
- **Automation and Integrations:** GoHighLevel contacts, opportunities, pipelines, calendars, workflows, webhooks, APIs, tags, n8n, Make, Zapier, CRM automation, REST APIs, OAuth, JSON, third-party integrations
- **Backend and Data:** FastAPI, Node.js, PostgreSQL, Neon, Supabase, JWT authentication, SQL, relational data modeling, data validation
- **Production Delivery:** AWS, Azure, Google Cloud, Docker, serverless deployment, CI/CD, GitHub Actions, audit logs, error handling, exception tracking, failure states, UAT, root-cause analysis, technical documentation
- **Client Delivery:** Requirements gathering, BRDs, PRDs, process maps, stakeholder workshops, acceptance criteria, compliance workflows

RELEVANT EXPERIENCE

AI/MLOps Engineer | Boolfix | Lahore, Pakistan | Mar 2026 - Present

- Build and deploy internal AI tools and AI agents for operational workflows using LangGraph, LangChain, LlamaIndex, CrewAI, and AutoGen architectures.
- Build RAG applications using document ingestion, chunking, embeddings, vector retrieval, memory, and tool/function calling to ground multi-step agent workflows.

- Integrate large language models with reinforcement-learning systems to support goal-driven behavior in internal platforms.
- Build simulation environments with Ray and RLlib, plus evaluation frameworks, to test agent behavior and reward strategies before production rollout.
- Mentor engineering teams and ship production AI solutions that translate applied research into internal products.

**Lead Project Manager / AI Automation Lead | Uplift Technologies LLC | Islamabad, Pakistan
| Jan 2025 - Mar 2026**

- Built the Uplift ATS end to end with Python, FastAPI, React/Vite, Neon PostgreSQL, Supabase Auth, and Anthropic Claude API integration.
- Designed a deferred two-model workflow using Claude Haiku for extraction and Claude Sonnet for structured scoring, preventing incomplete model execution before required data was available.
- Implemented validation states, audit-grade execution logs, exception handling, eligibility controls, and kill-switch governance for AI evaluation workflows.
- Authored BRDs and PRDs for AI calling-bot deployments, translating business requirements into process maps, integration logic, exception paths, compliance controls, and UAT plans.
- Led post-launch monitoring and improvement through failure logs, outage tracking, root-cause analysis, and fix deployment; SLA governance reduced missed daily client calls from 39 to about 1 and callback response time from 8 hours to 3 minutes.

**Business Development Manager | Uplift Technologies LLC | Islamabad, Pakistan | Dec 2022
- Aug 2024**

- Implemented CRM automation for lead routing, follow-up cadence, and pipeline visibility, improving operational efficiency by 25%.
- Built pipeline and conversion dashboards for executive decision-making, supporting 30% growth in client acquisition.

SELECTED AI AND AUTOMATION SYSTEMS

Uplift ATS - AI Applicant Evaluation System

- Built an OCR-first CV parsing and structured applicant-evaluation system with 39-field Excel intake, CNIC-normalized matching, PostgreSQL-backed data, and dual-source evaluation paths.
- Orchestrated evaluation across pending-data, ready-to-evaluate, evaluating, complete, error, and ineligible states; recorded model execution, input completeness, scoring status, failures, and eligibility outcomes.

AI Calling Bot Governance and Workflow Design

- Documented inputs, outputs, escalation paths, exception handling, and compliance controls; led stakeholder alignment, UAT, and post-launch governance.

GoHighLevel Recovery Automation and Voiceflow Knowledge Base Integration

- Designed a GoHighLevel no-show and cancellation recovery architecture using opportunities, pipelines, calendar events, tags, workflow exit conditions, reply interception, notifications, and human escalation.
- Built a Python-driven Voiceflow knowledge-base integration for document upload, chunking, embedding and vector indexing, asynchronous readiness polling, idempotent updates, and rate-limit-aware retries.

EDUCATION

Bachelor's Degree

National University of Science and Technology, Islamabad, Pakistan | Graduated June 2021