

TAHA MAHMOOD SYED

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TECHNICAL AUTOMATION LEAD

PROFESSIONAL SUMMARY

Hands-on Technical Automation Lead and AI/MLOps Engineer who builds, deploys, monitors, and improves internal tools, SaaS integrations, and AI-powered workflow systems. Combines Python, JavaScript, FastAPI, APIs, GoHighLevel, n8n, Make, Zapier, AWS/Azure/Google Cloud, Docker, and LLM integrations with technical coordination, stakeholder delivery, and operational governance. Experienced translating business requirements into reliable applications, automation architecture, documentation, validation, monitoring, and measurable service improvements.

TECHNICAL SKILLS

- **Software and Integrations:** Python, JavaScript, TypeScript, Node.js, FastAPI, REST APIs, webhooks, OAuth, JSON, PostgreSQL, SQL, Supabase, Neon, relational data modeling
- **Automation and SaaS:** GoHighLevel, n8n, Make, Zapier, CRM automation, HubSpot, Zoho CRM/ERP, Odoo, Shopify, Jira AIO, workflow design, lead routing, pipeline management, calendar automation
- **AI and Knowledge Systems:** OpenAI, Anthropic Claude, Gemini, LangGraph, LangChain, LlamaIndex, CrewAI, AutoGen, RAG, embeddings, vector databases, retrieval, tool/function calling, memory, structured outputs, prompt engineering
- **Cloud and Reliability:** AWS, Azure, Google Cloud, Docker, serverless deployment, CI/CD, GitHub Actions, logging, validation, audit trails, error handling, monitoring, root-cause analysis
- **Technical Delivery:** Requirements gathering, BRDs, PRDs, technical planning, architecture input, build-vs-buy evaluation, UAT, Agile/Scrum, technical documentation, stakeholder workshops, compliance workflows

RELEVANT EXPERIENCE

Senior Energy Consultant - Automation and Sales Systems | Energy Go Pty Ltd | Feb 2026 - Present

- Build, configure, and maintain GoHighLevel CRM automations for contacts, opportunities, pipelines, calendars, workflows, tags, lead routing, follow-up, and sales operations.
- Integrate business tools through APIs, webhooks, OAuth, and JSON; troubleshoot failures, monitor workflow performance, and improve automation reliability.
- Design production workflow controls including conditions, reply handling, notifications, human escalation, validation, and exit criteria.

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

- Led hands-on delivery of internal tools and AI automation systems using Python, FastAPI, React/Vite, PostgreSQL/Neon, Supabase Auth, and Anthropic Claude APIs.
- Designed and maintained a deferred, two-model evaluation workflow with validation states, structured outputs, audit trails, error handling, and eligibility controls.
- Coordinated technical and operational stakeholders through requirements gathering, BRDs/PRDs, process maps, system integration planning, UAT, release readiness, and post-launch support.
- Established monitoring, exception tracking, outage records, root-cause analysis, and deployment fixes; SLA governance reduced missed daily client calls from 39 to about 1 and callback response time from 8 hours to 3 minutes.
- Directed EMR and inventory rollout from 7 to 33 clinic sites, coordinating adoption, access controls, and compliance-aligned workflows.

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

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

Manager Procurement | Howdy Group Pvt Ltd | Islamabad, Pakistan | Feb 2021 - Nov 2021

- Deployed ERP workflows across a six-restaurant operation and built Power BI dashboards for procurement and operational reporting.

SELECTED SYSTEMS

AI Applicant Evaluation and Operations Platform

- Built the Uplift ATS with OCR-first document processing, a 39-field intake importer, CNIC-normalized matching, PostgreSQL-backed workflows, and LLM-powered structured evaluation.
- Orchestrated processing states, audit logs, input-completeness checks, scoring, failure handling, and ineligible outcomes to make AI operations traceable and supportable.

Agentic AI, GoHighLevel Recovery Automation, and Voiceflow Knowledge Base Integration

- Built agentic AI and RAG workflows using LangGraph, LangChain, LlamaIndex, CrewAI, AutoGen, embeddings, vector retrieval, memory, tool/function calling, and evaluation frameworks.
- 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