

TAHA MAHMOOD SYED

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AI SOLUTIONS ENGINEER / AI AUTOMATION CONSULTANT

PROFESSIONAL SUMMARY

AI Solutions Engineer with hands-on experience designing, building, and governing LLM-powered business systems across operations, hiring, training, contact center, and healthcare-adjacent workflows. Combines Python, FastAPI, React, PostgreSQL, Claude API integration, process mapping, BRD/PRD authorship, UAT leadership, and stakeholder advisory to turn business requirements into secure, measurable AI solutions. Experienced in practical AI adoption, governance controls, exception handling, rollout planning, KPI dashboards, and translating technical trade-offs into business language.

TECHNICAL SKILLS

AI Solution Architecture: LLM workflow design, prompt engineering, agentic workflow design, structured outputs, OCR-to-LLM integration, human-in-the-loop review, AI governance, kill-switch logic

Microsoft AI Stack Alignment: Azure OpenAI Service, Azure AI Foundry, Microsoft Copilot, Copilot Studio, Power Platform, Dynamics 365 workflow integration concepts, enterprise AI adoption patterns

Engineering: Python, FastAPI, React, Vite, Next.js, PostgreSQL, Supabase, Neon, REST APIs, JWT authentication

Cloud / Deployment: Render, Railway, Vercel, Netlify, GitHub Actions, CI/CD, cloud-hosted AI services

Consulting Delivery: BRDs, PRDs, UAT, stakeholder workshops, requirements translation, process maps, exception paths, technical documentation

Governance / Compliance: HIPAA-aligned workflow design, audit-ready documentation, minimum-necessary access controls, SLA governance, failure logs

Analytics: Power BI, Tableau, Looker Studio, Advanced Excel, SQL analytics, operational KPI dashboards

SELECTED TECHNICAL PROJECTS

AI Applicant Evaluation Platform

- Designed and built an AI evaluation platform using FastAPI, React/Vite, PostgreSQL, Supabase Auth, and Anthropic Claude API.
- Converted applicant screening rules into a structured evaluation workflow with CV parsing, Excel intake fields, eligibility checks, audit logs, and governance controls.
- Implemented state-machine logic to prevent premature AI evaluation and maintain traceability across pending, evaluating, complete, error, and ineligible states.
- Created dual-model logic using Haiku for extraction and Sonnet for scoring, demonstrating practical model selection based on task cost and complexity.

AI Calling Bot Governance and Workflow Design

- Authored BRDs and PRDs for AI calling bot deployments, mapping process steps, inputs, outputs, exception paths, escalation paths, and compliance controls.
- Led UAT cycles from defect triage to production release, aligning technical teams, operations managers, and business stakeholders.
- Owned post-launch governance through structured failure logs, SLA metrics, outage tracking, and root-cause analysis.

AI-Enabled LMS and Course Creation Workflow

- Built a FastAPI and React/Vite LMS with Supabase PostgreSQL and LLM-assisted lesson planning workflows.
- Integrated Mistral Instruct and DeepSeek OCR workflows to support internal course generation and training standardization.

PROFESSIONAL EXPERIENCE

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

- Served as technical and operational lead for AI workflow deployments, bridging business requirements, engineering implementation, compliance, and rollout governance.
- Built the Uplift ATS from scratch with FastAPI, React/Vite, Neon PostgreSQL, Supabase Auth, and Anthropic Claude API integration.
- Translated operational requirements into BRDs, PRDs, process maps, exception paths, acceptance criteria, and UAT plans for AI calling bot deployments.
- Defined governance controls for AI systems, including kill-switch logic, failure tracking, exception logging, audit documentation, and escalation rules.
- Reduced daily missed client calls from 39 to about 1 through SLA governance, workflow restructuring, automated reminders, and KPI tracking.
- Reduced callback response time from 8 hours to 3 minutes by redesigning follow-up workflows and alert logic.
- Implemented patient financial workflow restructuring that reduced DSO from 81 days to 22 days.
- Directed EMR and inventory system rollout from 7 to 33 clinic sites, enforcing adoption benchmarks, access controls, and HIPAA-aligned compliance practices.

Software QA Engineer | Convo Corp | Los Altos, California | Oct 2024 - Jan 2025

- Designed and executed 100+ test plans across live production features, achieving 67% documented test coverage.
- Escalated 9+ high-priority defects through systematic triage, Jira AIO tracking, and Confluence audit documentation.
- Validated release behavior across user flows, defect fixes, regression paths, and stakeholder acceptance criteria.

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

- Implemented CRM automation for lead routing, follow-up cadence enforcement, and pipeline visibility, improving operational efficiency by 25%.
- Built pipeline and conversion dashboards for executive decision-making, supporting 30% growth in client acquisition.
- Launched AI-supported outreach campaigns with structured analytics for lead generation, engagement, and conversion measurement.

EDUCATION

Bachelor of Business Administration, Finance and Management

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