

TAHA MAHMOOD SYED

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ANALYTICS ENGINEER / PYTHON DATA ENGINEER

PROFESSIONAL SUMMARY

Analytics Engineer and Python Data Engineer with hands-on experience building SQL-backed operational reporting, data imports, KPI dashboards, applicant evaluation datasets, CRM pipeline analytics, ERP reporting, and process automation. Strong foundation in Python, SQL, PostgreSQL, Pandas, Power BI, Tableau, Looker Studio, Excel automation, data validation, and business-facing analytics. Experienced translating messy operational data into clean reporting layers, executive dashboards, workflow controls, and measurable decisions across healthcare-adjacent operations, sales, procurement, and staffing systems.

TECHNICAL SKILLS

Languages: Python, SQL, R, JavaScript, TypeScript

Databases: PostgreSQL, Neon, Supabase, SQL analytics, relational modeling, data validation, access controls

Python Data Stack: Pandas, NumPy, Scikit-learn, automation scripts, ETL-style imports, data cleaning, structured transformations

BI / Reporting: Power BI, Tableau, Looker Studio, Advanced Excel, KPI dashboards, operational analytics, stakeholder reporting

Data Engineering Patterns: Batch imports, schema mapping, source normalization, data quality checks, staging logic, audit logs, exception tracking

Cloud / Tools: Render, Railway, Vercel, Netlify, GitHub Actions, Supabase Auth, REST APIs

Business Domains: Healthcare operations, contact center metrics, patient finance workflows, CRM analytics, procurement reporting, staffing dashboards

SELECTED TECHNICAL PROJECTS

Uplift ATS - Structured Applicant Data and AI Scoring Pipeline

- Built an applicant data intake and scoring system using FastAPI, React/Vite, PostgreSQL, Supabase Auth, and Anthropic Claude API.
- Created a 39-field Excel master sheet importer with CNIC-normalized applicant mapping, dual-source evaluation logic, and structured validation states.
- Designed status tracking across pending_data, ready_to_evaluate, evaluating, complete, error, and ineligible states for auditability and operational control.
- Produced clean evaluation records from unstructured CV data and structured form fields using OCR-first extraction and model-assisted scoring.

Operational KPI and SLA Dashboarding

- Built Power BI dashboards for bot efficiency ratios, SLA attainment, exception volumes, callback response time, missed service events, and contact center KPIs.
- Supported weekly stakeholder reporting cadence with operational metrics, issue trends, root-cause analysis, and improvement tracking.
- Used dashboard insights to support SLA governance that reduced daily missed calls from 39 to about 1 and callback response time from 8 hours to 3 minutes.

CRM, ERP, and Procurement Analytics

- Implemented CRM automation and reporting for lead routing, follow-up cadence enforcement, pipeline tracking, and conversion measurement.
- Built ERP and procurement reporting dashboards across restaurant operations and introduced demand-forecasting logic that reduced operational waste by 20%.

PROFESSIONAL EXPERIENCE

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

- Built PostgreSQL-backed operational systems and analytics flows for applicant evaluation, AI workflow governance, SLA monitoring, and stakeholder reporting.
- Created a 39-field Excel importer with CNIC-normalized mapping, structured validation paths, source completeness checks, and audit-grade evaluation states.
- Built Power BI dashboards covering bot efficiency ratios, SLA attainment, exception volumes, and contact center KPIs.
- Reduced daily missed client calls from 39 to about 1 through SLA data tracking, follow-up logic, automated reminders, and operational reporting.
- Reduced callback response time from 8 hours to 3 minutes by redesigning response workflows and alert logic.
- Implemented compliance-driven patient financial workflow restructuring that reduced DSO from 81 days to 22 days.
- Directed EMR and inventory rollout from 7 to 33 clinic sites, enforcing adoption benchmarks, access controls, and data 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.

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

- Deployed ERP workflows across a 6-restaurant operation and built Power BI dashboards for procurement and operational reporting.
- Introduced demand-forecasting logic that reduced operational waste by 20%.

EDUCATION

Bachelor of Business Administration, Finance and Management

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