

KHOLOUD ALSAADY

AI & MACHINE LEARNING DEVELOPER | GENERATIVE AI & AUTOMATION

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PROFESSIONAL SUMMARY

AI & Machine Learning Developer specializing in Generative AI and Automation, with 3.5+ years of experience translating operational needs into practical AI, automation, data, and process-improvement solutions. Experienced across the full solution lifecycle: opportunity discovery, process assessment, As-Is/To-Be mapping, solution architecture, operational data analysis, impact estimation, prototyping, development, pilot validation, rollout, training, adoption monitoring, and continuous optimization. Hands-on with Python, SQL Server, REST/API integrations, Power Automate, PixieBrix, Yellow.ai, n8n, Power BI, Selenium/Playwright, LLM workflows, and ETL automation. Combines technical development with KPI-driven measurement to turn operational challenges into scalable, measurable solutions.

CORE COMPETENCIES & TECHNICAL SKILLS

AI & Generative AI LLM Applications, Prompt Engineering, AI Copilots, AI Agent Workflows, Knowledge Retrieval, OCR, Summarization, Translation, Sentiment Analysis, AI Output Validation, Generative AI, Claude

Automation & Integration Python, REST/API Integrations, Microsoft Power Automate, PixieBrix, Yellow.ai, n8n, Selenium, Playwright, JavaScript, SharePoint, Git/GitHub

Data, BI & Measurement SQL Server, ETL, Data Extraction, Data Cleaning & Transformation, Deduplication, Data Validation, Power BI, KPI Tracking, Baseline Analysis, Before/After Analysis, Adoption Analytics, Business Impact Measurement

Microsoft & Development Tools Microsoft Azure, Outlook, PowerPoint, Teams, Power BI, Power Automate, SharePoint, Visual Studio, Cursor, Claude Code

Solution Delivery & Professional Skills Process Discovery, Requirements Analysis, As-Is/To-Be Mapping, Solution Architecture, Business Impact Analysis, Prototyping, Pilot Design, Stakeholder Collaboration, Client & Stakeholder Presentations, Training & Facilitation, User Training & Onboarding, Technical Documentation, Production Rollout, Adoption Monitoring, Continuous Improvement

PROFESSIONAL EXPERIENCE

AI & Automation Developer | Feb 2024 - Present

Teleperformance Egypt - Cairo, Egypt

- Lead end-to-end delivery of AI, automation, and data solutions, from opportunity discovery and operational assessment through architecture, development, pilot validation, rollout, training, KPI measurement, and continuous improvement.
- Conduct discovery across operational accounts and LOBs - including voice, chat, back-office, and blended operations - to understand workflows, systems, roles, dependencies, and pain points and identify opportunities for AI or automation.
- Develop As-Is and To-Be process maps, solution architectures, and technical proposals, translating operational issues into AI, automation, data, or hybrid solutions and defining expected productivity, time, cost, quality, or customer-experience impact.
- Analyze historical operational data and baseline KPIs to quantify business problems, establish success criteria, estimate expected improvements, and support solution business cases before development.
- Design and develop AI copilots, workflow automations, bots, and integrations using Python, SQL Server, PixieBrix, Yellow.ai, Power Automate, Selenium/Playwright, LLMs, APIs, and related technologies.
- Build prototypes and deliver technical and business demos to Operations and client stakeholders; translate feedback into requirements and iterate solution architecture before pilot deployment.
- Design and execute pilot phases and perform before-and-after KPI analysis to validate impact; refine workflows, prompts, features, and automation logic based on measured results and user feedback before wider production rollout.
- Engineer automated ETL pipelines that extract operational data from internal and client systems, clean and transform datasets, remove duplicates, and load structured data into SQL Server for analytics and reporting.
- Define BI/reporting architecture by mapping adoption and performance metrics to source systems, datasets, and SQL tables; collaborate with BI teams to enable dashboards for ongoing adoption, KPI tracking, and business-impact measurement.
- Deliver user training, documentation, and demonstrations for agents, support functions, Operations, and other stakeholders, supporting adoption during pilot and production rollout.
- Own post-launch monitoring and continuous improvement, tracking solution adoption and operational KPIs, troubleshooting production issues, and assessing enhancement requests throughout the solution lifecycle.

Trainer & Operations Supervisor - AI/ML OCR Annotation & Data Labeling | Dec 2023 - Feb 2024

Teleperformance Egypt - Cairo, Egypt

- Supervised operational delivery, team performance, and quality controls for an AI/ML OCR data-labeling program.
- Designed technical training and annotation guidelines, monitored productivity and accuracy KPIs, and implemented multi-tier QA checks to improve dataset consistency.

Senior Trainer | Feb 2022 - Dec 2023

Teleperformance Egypt - Cairo, Egypt

- Created technical documentation, operational user guides, and digital learning content supporting adoption of new systems and workflows.
- Delivered instructor-led training and coached operational teams on effective use of automated tools and standardized processes.

Customer Service Representative - Etihad Airways & EgyptAir | Oct 2020 - Feb 2022

Teleperformance Egypt - Cairo, Egypt

- Executed high-volume customer operations with strict process adherence, accuracy, and service-quality requirements.

SELECTED AI, AUTOMATION & GENERATIVE AI PROJECTS

Enterprise AI Copilot Platform | Python | LLMs | PixieBrix | SQL Server | APIs | GitHub

Built and rolled out an agent-facing AI copilot that reads case context, summarizes conversations, translates content, extracts and normalizes OCR evidence, and drafts compliant customer communications inside frontline workflows. Iterated scenario-specific prompt logic and features based on pilot results, production feedback, usage, and KPI monitoring.

AI-Assisted QA Automation & Performance Monitoring | Python | Transcription | LLM Evaluation | SQL | BI

Automated a QA workflow from interaction retrieval and transcription through database storage, guideline-based AI review, QA scoring, and actionable agent recommendations. Connected quality outputs with adoption and operational KPIs to evaluate productivity while preserving quality and customer-experience visibility.

Operational Analytics & ETL Automation | Python | SQL Server | ETL | Power BI

Engineered automated pipelines that ingest, clean, transform, deduplicate, and load multi-source operational data into SQL Server, enabling BI dashboards for solution usage, performance tracking, root-cause analysis, and business-impact measurement.

Daily Operations AI Agent & Knowledge Assistant | Yellow.ai | n8n | Power Automate | SharePoint | APIs

Developed an operational assistant combining intent routing, knowledge-base retrieval, SharePoint data, API lookups, and escalation workflows to streamline frontline information access and repetitive support journeys.

Cross-System Automation Bot | Python | Selenium | APIs | SQL Server | GitHub

Built an unattended automation bridging legacy user interfaces and core systems to eliminate manual cross-system data entry, with scheduled execution, retry/error handling, SQL-based run logs, audit trails, and version-controlled source code.

Generative AI Creative Campaigns | AI Video | Prompt Engineering | Creative Direction

Developed two fictional portfolio campaigns exploring AI-generated UGC and cinematic product storytelling, expanding individual AI video concepts into cohesive social content systems through prompt iteration, visual consistency, and creative direction.

EDUCATION & CERTIFICATIONS

Bachelor of Languages & Translation - Faculty of Al-Asun, Luxor University | 2016 - 2020 | Grade: Good

Certifications: PixieBrix + AI Certification | PixieBrix Professional Certification | Yellow.ai Platform Fundamentals (YAIPF103) | Lean Six Sigma Yellow Belt | UiPath Automation Certification (In Progress)