

KHOLOUD ALSAADY

AI & AUTOMATION DEVELOPER

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PROFESSIONAL SUMMARY

Results-driven **AI & Automation Developer** with 3.5+ years of experience designing, building, and deploying production AI applications, enterprise copilots, and database automation pipelines. Experienced using **Claude AI** and AI development tools for accelerated Python scripting, debugging, process mapping, and technical planning. Proficient in engineering end-to-end AI workflows, conversation summarization, email generation, OCR extraction, and multi-source Yellow.ai/n8n chatbots. Strong technical foundation in Python, complex SQL database engineering (ETL), Microsoft Power Automate, PixieBrix, API integrations, and Knowledge Retrieval Workflows. Skilled in constructing automated data extraction bots for clean database pipelines, managing repositories with Git/GitHub, generating video walkthroughs via Synthesia, and leading AI/ML OCR annotation projects.

CORE COMPETENCIES & TECHNICAL SKILLS

AI & Machine Learning:	Claude AI, Production AI Features (Summarization, Email Drafting, Translation, Sentiment Analysis), LLM Orchestration, Prompt Engineering, Knowledge Retrieval Workflows, AI Agent Chatbots (Yellow.ai, n8n), Synthesia AI, OCR Extraction.
Data & BI Engineering:	SQL Server (Queries, Views, Stored Procedures, ETL), Data Extraction & Cleaning Bots, BI Correlation Mapping & Visualization Matrices, Power BI Dashboards, Usage & Performance Tracking.
Software & Automation:	Python, Microsoft Power Automate, PixieBrix, API Integrations, Git & GitHub (Source Control), SharePoint Integration, Selenium Automation, JavaScript.
Quality & Operations:	Production Debugging & Triage, AI Output Validation, Multi-Tier QA Sampling, Annotation Guidelines, Process Mapping, Technical Documentation, User Onboarding.

PROFESSIONAL EXPERIENCE

AI & Automation Developer

Feb 2024 – Present

Teleperformance Egypt — Cairo, Egypt

- Leveraged **Claude AI** and AI development tools to accelerate Python scripting, technical architecture planning, workflow process mapping, debugging, and user documentation.
- Designed and deployed enterprise AI Copilots that embed directly into frontline agent workspaces using PixieBrix, Python, and API integrations to deliver real-time task guidance, case summarization, email generation, and document OCR normalization.
- Architected automated data extraction, cleaning, and storage bots using Python and SQL Server to continuously feed central databases for downstream operational analytics and BI dashboards.
- Engineered operational AI Agent Chatbots on Yellow.ai, n8n, and Microsoft Power Automate, connecting multi-channel knowledge base (KB) data and SharePoint to support daily agent journeys.
- Managed version control and codebase deployments across automation projects using Git and GitHub, enforcing maintainable code architecture and audit logging.
- Partnered closely with Business Intelligence (BI) teams to map data correlations, define performance metrics, and design visualization structures for system usage tracking.
- Utilized Synthesia AI to produce interactive visual solution walkthroughs and training modules for operational leadership and user onboarding.
- Triageed, debugged, and patched software issues rapidly in live production environments, adding exception handling to minimize operational downtime.

Trainer & Operations Supervisor (AIML OCR Annotation & Data Labeling Project)

Dec 2023 – Feb 2024

Teleperformance Egypt — Cairo, Egypt

- Supervised operational workflows and team performance for a dedicated AI/ML OCR Data Labeling and Annotation project.
- Designed technical training on OCR annotation standards, bounding-box labeling guidelines, and dataset quality validation to guarantee high training-data accuracy.
- Monitored operational KPIs, productivity metrics, and annotation accuracy, establishing multi-tier quality control checks across reviewer teams.

Senior Trainer

Feb 2022 – Dec 2023

Teleperformance Egypt — Cairo, Egypt

- Authored technical documentation, operational user guides, and digital learning modules using SharePoint to support system adoption.
- Delivered instructor-led training to operational staff, teaching teams to effectively interact with new automated software tools.

Customer Service Representative (Etihad Airways & EgyptAir)

Oct 2020 – Feb 2022

Teleperformance Egypt — Cairo, Egypt

- Executed high-volume operational workflows with extreme attention to detail and strict adherence to protocol safety standards.

SELECTED TECHNICAL PROJECTS

Enterprise AI Copilot Platform

Claude AI • Python • LLMs • PixieBrix • SQL Server • GitHub • API Integrations

- Built an agent-facing copilot using Python, LLM integrations, and AI-assisted development that reads cases, extracts evidence, normalizes document OCR, performs translation, and drafts compliant resolutions directly into agent workspaces.
- Maintained a versioned prompt library per workflow scenario and orchestrated LLM calls for real-time conversation summarization.

CSAT / DSAT Quality Validation Engine & ETL Pipeline

Python • SQL Server • Rules Engine • Exception Testing • ETL

- Developed a rules-driven validation engine and automated ETL warehouse pipeline to review survey outcomes, verify compliance rules, and flag anomalies.
- Configured incremental ETL into SQL Server views and procedures to streamline compliance auditing and root-cause reporting for operational leadership.

Automated Data Analysis & ETL Pipeline (Analyzer)

Python • SQL Server • Data Analytics • Power BI Dashboards

- Engineered an automated data engine using Python that ingests, cleanses, and processes raw operational data across multiple disparate sources.
- Loads transformed data into SQL Server and powers Power BI dashboards for real-time usage tracking, operational analysis, and performance metrics.

Daily Operations AI Agent Chatbot & Knowledge Assistant

Yellow.ai • Power Automate • SharePoint • KB Integration • API Lookups

- Developed an automated assistant on Yellow.ai and Power Automate that fetches, cleans, and processes multi-source operational data from SharePoint and knowledge bases for frontline agents.
- Integrated intent routers, knowledge base fetching, API lookups, and escalation workflows to streamline daily agent query resolutions.

Cross-System Documentation & Automation Bot

Python • Selenium • API Integrations • GitHub • SQL Server

- Engineered an unattended automation bot bridging legacy UIs (via Selenium) and core platforms (via API integrations with retry keys) to eliminate manual cross-system data entry.
- Managed source code using GitHub and implemented scheduled execution with failure alerting, persisting run logs and audit trails directly in SQL Server.

AI/ML OCR Annotation & Data Quality System

Computer Vision / OCR • Guidelines • Synthesia Video Demos • QA Sampling

- Authored annotation guidelines with ML owners and led multi-tier QA sampling with inter-annotator agreement for a large-scale OCR training program.
- Created Synthesia video modules to train annotators, establishing an error taxonomy driving targeted coaching and tracking batch throughput via executive dashboards.

EDUCATION & CERTIFICATIONS

Bachelor of Languages & Translation

Sep 2016 – Jul 2020

Faculty of Al-Aisun, Luxor University

Grade: Good

Professional Certifications:

- **PixieBrix + AI Certification** • PixieBrix
- **PixieBrix Professional Certification** • PixieBrix
- **Yellow.ai Platform Fundamentals (YAIPF103)** • Yellow.ai
- **Lean Six Sigma Yellow Belt**
- **UI Path Automation Certification** (In Progress)