

Ramsis Hammadi

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PROFESSIONAL SUMMARY

GenAI Engineer with 4+ years building production LLM systems — chatbots, RAG pipelines, email agents, and observability tools. Delivered insurance chatbots handling ~30K monthly customer interactions at 70% resolution, multi-market email automation at ~99% auto-processing, RAG systems at 98% precision, and a GenAI Studio that cut chatbot R&D from weeks to days.

TECHNICAL SKILLS

GenAI & LLMs: LLMs, RAG, LangChain, HuggingFace, DeepEval, Chain-of-Thought, Guardrails, Weave, Chatbot Development, Email Automation

Agentic AI: LangGraph, CrewAI, AutoGen, Claude Agent SDK, OpenAI Assistants API, Agentic Harness

Languages: Python, R, C/C++, SQL

Backend & APIs: FastAPI, Django, Flask, REST APIs, Streamlit, CI/CD Pipelines

ML & Data Science: Deep Learning, DQN, PPO, StableBaselines3, Ray RLLib, Recommender Systems, NLP, Pandas, NumPy, Scikit-learn, TensorFlow, PyTorch

Cloud: GCP (Pub/Sub, BigQuery), AWS SageMaker, Azure, Docker, PostgreSQL, MySQL, MongoDB, PySpark

PROFESSIONAL EXPERIENCE

GenAI Lead

Ominimo, Inc. — Budapest, Hungary (Remote) | November 2024 – Present

- Designed multi-turn insurance chatbots with intent routing and escalation across Hungary, Netherlands, and Poland — ~30K monthly customer interactions, 70% end-to-end resolution, and 86% positive customer feedback.
- Built LLM email automation with intent classification and data extraction from inbound emails, routing them into the local insurance IT system (Hungary).
- Scaled email automation to the Netherlands, Poland, and Sweden via Gmail push (GCP Pub/Sub), processing ~20K emails/month at ~99% auto-processing and clearing an 8K manual backlog within 24 hours.
- Built Ominimo GenAI Studio, a FastAPI platform generating production chatbot backends from templates — cut R&D from weeks to days per rollout and reduced time-to-live in new markets by ~40%.
- Built a GenAI observability dashboard tracking real-time KPIs (automation rate, intent accuracy, escalation, response time) across markets.
- Mentor 3 junior engineers on chatbot and email automation rollouts, including code reviews for production GenAI services.
- Deliver bi-weekly GenAI progress demos to Ominimo and Zurich leadership, translating technical milestones for senior stakeholders.

Freelance AI Specialist

DCF Copilot — Remote, United States | August 2024 – November 2024

- Built a GenAI copilot for real-time DCF models, integrating LLM reasoning with structured financial calculations.
- Designed a RAG pipeline with Guardrails (jailbreak prevention) and integrated Weave for LLM evaluation, reaching 98% context precision.
- Deployed a hybrid LLM + algorithmic model standardizing financial statements across companies with 90% automation and S3-backed data storage.

Data Research Science Intern (MSc. End of Studies Project)

Seeloz Inc. — Remote, United States | January 2024 – June 2024

- Trained deep RL models using DQN and PPO with StableBaselines3 and Ray RLLib for supply chain optimization.
- Integrated and tested 4 novel features for the AI Inference Engine, improving stability and prediction accuracy.
- Evaluated model performance on customer data and presented findings to Seeloz leadership.

AI Engineer

Cicero.ly — Remote, United States | May 2023 – January 2024

- Benchmarked LLM synthesis quality using DeepEval and Chain-of-Thought prompting, achieving 95% response stability.
- Built a production RAG pipeline with LangChain for document injection and FastAPI for REST API serving.
- Developed a scheduled synthesis job processing 300+ content posts daily with error-adaptive routing and optimized latency.

Junior Data Scientist

Cyber Division — Sousse, Tunisia | July 2022 – May 2023

- Built real-time hybrid recommenders for 200K+ products with collaborative and content-based approaches.
- Developed a RASA NLP chatbot with CI/CD pipeline for continuous model retraining and deployment.
- Communicated AI feature impacts to stakeholders using data storytelling techniques.

PROJECTS

Micro-Testing Environment for Agentic Synthesis — Dedito

Freelance Consulting | June 2024 – August 2024

- Built a sandboxed testing harness for agentic synthesis pipelines (LangGraph, CrewAI, AutoGen), enabling rapid iteration on agent orchestration and prompt chains — accelerated feature deployment by 3x.

Survey Data Strategy — Unilever, Inc.

Freelance Engagement | December 2023 – June 2024

- Ingested and analyzed 10K+ survey responses (PCA, MDR, EDA). Delivered interactive dashboards and recommendations projecting 25% satisfaction increase.

AI-Powered SEO Article Generator — GM, Inc.

Freelance Project | October 2023 – March 2024

- Built an LLM-powered tool generating SEO-optimized articles with auto-generated images, integrated with WordPress for one-click publishing and internal linking.

EDUCATION

Master of Big Data & Data Science — Horizon School of Digital Technologies, Sousse, Tunisia | 2022 – 2024

Bachelor of Embedded Systems Engineering — Higher Institute of Applied Sciences and Technology of Sousse, Tunisia | 2019 – 2022

CERTIFICATIONS

AWS Academy Cloud Foundations (2023) · Google Data Analytics Professional Certificate (2022) · Machine Learning with Python — Coursera (2022) · SQL for Data Science — Coursera (2022)

LANGUAGES

Arabic (Native) · English (Proficient) · French (Advanced)