

Ramsis Hammadi

ramsishammadi@gmail.com | +216 51 001 871 | Tunisia | [linkedin.com/in/ramsishammadi](https://www.linkedin.com/in/ramsishammadi) | github.com/Rams901 | Upwork: 100% Job Success · 5.0★

PROFESSIONAL SUMMARY

GenAI Engineer with 4+ years of experience building LLM-powered systems, including production chatbots, email automation agents, and observability tools. Skilled in designing end-to-end GenAI pipelines — from architecture to deployment — that automate customer journeys across multiple markets. Delivered chatbots handling 60–70% of inbound requests, RAG pipelines achieving 98% response precision, and a GenAI Studio platform that reduced R&D time from weeks to days. 100% Job Success on Upwork across 18 completed projects with a 5.0 rating from 15 client reviews.

TECHNICAL SKILLS

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

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

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

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

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

Visualization & Tools: Tableau, Looker Studio, Matplotlib, Seaborn, Plotly, Dash, Git, Postman

PROFESSIONAL EXPERIENCE

GenAI Lead & Software Engineer

Ominimo, Inc. — Budapest, Hungary (Remote) | November 2024 – April 2026

- Built Ominimo GenAI Studio, a FastAPI-based platform that generates production-ready chatbot backends from templates, reducing R&D effort from several weeks to a few days per bot rollout and saving multiple engineer-weeks per iteration.
- Designed and deployed insurance chatbots now handling approximately 60–70% of incoming customer requests end-to-end, significantly reducing call center workload and allowing agents to focus on complex, high-value cases.
- Developed LLM-powered email automation pipelines ingesting Gmail via Pub/Sub and IMAP, classifying intents, extracting policy and customer data, routing tasks to downstream systems, and sending automated in-thread replies labeled for AUTOMATED vs MANUAL handling.
- Implemented market-specific email agents — Adacta-integrated flows in Hungary and a GCP-based IMAP pipeline in the Netherlands — enabling tailored automation while respecting local processes and constraints.
- Created a GenAI observability dashboard aggregating KPIs for all GenAI services across markets (automation rate, intent accuracy, escalation rate, response times), giving business and ops teams a self-service view of performance.

Freelance AI Specialist

Stealth Startup — Remote, United States | August 2024 – November 2024

- Spearheaded an accelerated GenAI and ML-powered copilot for building real-time Discounted Cash Flow models, enhancing support for specialists and stakeholders.
- Designed a RAG pipeline with Guardrails to prevent jailbreaks and integrated Weave for LLM production evaluation, achieving 98% precision in context-based responses.
- Deployed a continuously updated hybrid model combining LLMs and algorithms to standardize financial statements across companies, achieving 90% automation with direct connection to S3 for storing backlogs and master data.

Data Science Intern

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

- Applied DQN and PPO reinforcement learning algorithms using StableBaselines3 and Ray RLLib for training and evaluating deep RL models.
- Designed, integrated, and tested four novel features for the Seeloz Supply Chain Automation Suite AI Inference Engine to improve results and add stability.
- Conducted comprehensive code review and evaluation against customer data, presenting findings and internship impact to Seeloz leadership.

AI Engineer

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

- Benchmarked LLMs to generate synthesis using DeepEval and Chain-of-Thought techniques, reaching 95% response stability.
- Built production-ready ML pipeline for RAG-based synthesis supporting document injection, LangChain for restrictions, and FastAPI for REST API creation.
- Created a scheduled job that summarizes and generates topics for over 300 new content posts daily using a flexible pipeline designed to learn from errors with optimized latency.

Junior Data Scientist

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

- Built real-time and scalable recommender systems for a database of over 200K products using hybrid recommendation approaches.
- Developed a RASA chatbot for customer assistance with a CI/CD pipeline to ensure maintenance and continuous improvement of NLP models.
- Utilized data storytelling techniques to effectively communicate AI feature impacts and technical details to stakeholders.

PROJECTS

Freelance GenAI Consultant

Dediro — Remote | June 2024 – August 2024

- Developed a micro-testing environment for a multi-step agentic synthesis generator, accelerating testing and feature deployment to production by 3x.
- Advised on GenAI approaches and technical feasibility during scrum meetings, exploring newest developments and their impact on existing work.

Freelance Project — Survey Data Analysis

Unilever, Inc. — Remote | December 2023 – June 2024

- Analyzed survey data from 10,000+ respondents using PCA, MDR, and EDA, providing insights that projected a 25% rise in customer satisfaction and informed client strategy.
- Visualized findings through interactive dashboards using Plotly and Dash tables for stakeholder presentations.

Freelance Project — AI Article Writer Web Application

GM, Inc. — Remote | October 2023 – March 2024

- Built an AI-powered article creation tool generating SEO-optimized articles with relevant images using state-of-the-art LLMs, LangChain, and FastAPI.
- Integrated automatic deployment to WordPress with AI-generated internal linking to related articles.

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) · Deep Neural Networks: Hyperparameter Tuning — Coursera (2020) · Convolutional Neural Networks — Coursera (2020)

LANGUAGES

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