

# Mohammad Salah Ahmed

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## PROFESSIONAL SUMMARY

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AI Engineer with hands-on experience building intelligent applications and AI-driven solutions through internships in AI and banking sectors. Experienced in developing machine learning models, LLM-based applications, RAG systems, and automation workflows. Passionate about solving real-world problems using scalable AI technologies.

## WORK EXPERIENCE

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### Baytonia | AI Developer

Jun 2026 – Present

- Built AI-powered conversational agents using Claude, OpenAI, and RAG architectures for customer support automation.
- Developed and optimized LLM-powered AI assistants using RAG pipelines, prompt engineering, embeddings, and semantic search to improve customer support and product recommendation workflows.
- Built and integrated AI agents and multi-agent workflows for handling sales, support, and design automation scenarios using Python, LLM APIs, and backend services.
- Developed AI-powered automation workflows using n8n, integrating APIs, webhooks, and business systems to automate customer communication, marketing processes, and operational workflows.
- Implemented and improved AI system performance and reliability through model evaluation, prompt optimization, API integrations, monitoring, and deployment of AI solutions in production environments.

### Cyborg Automation Hub | AI Engineer Intern

Nov 2025 – Mar 2026

- Developed AI solutions using Python, TensorFlow, and modern ML/DL techniques.
- Built and tested LLM and RAG-based pipelines for intelligent information retrieval and automation tasks.
- Worked on model fine-tuning, preprocessing, and AI workflow optimization.
- Contributed to AI deployment and performance improvement for scalable applications.

### Jordan Kuwait Bank | RPA & Data Analysis Intern

Feb 2025 – May 2025

- Learning automation workflows using UiPath to improve banking operations.
- Built Power BI dashboards and analyzed financial datasets to support decision-making.
- Worked with SQL and data analysis techniques to improve reporting and operational efficiency.

## SKILLS

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**AI & Machine Learning:** Python, Machine Learning, Deep Learning, Generative AI, Large Language Models (LLMs), Retrieval-Augmented Generation (RAG), AI Agents, Agentic AI, Prompt Engineering, Natural Language Processing (NLP), Computer Vision, OCR, Time Series Analysis, Feature Engineering, Model Evaluation, Hyperparameter Tuning

**ML Frameworks & Libraries:** Scikit-learn, TensorFlow, PyTorch, Hugging Face Transformers, Keras, Pandas, NumPy

**MLOps & LLM Engineering:** MLflow, LangChain, Vector Databases, Embeddings, Semantic Search, Model Versioning, Experiment Tracking, Model Deployment, Model Monitoring

**Data Engineering & Analytics:** Data Analysis, Data Cleaning, Data Preprocessing, Exploratory Data Analysis (EDA), ETL Pipelines, Data Visualization, SQL, PostgreSQL, Power BI

**Cloud & DevOps:** Microsoft Azure, Azure AI Services, Azure Machine Learning, Docker, Git, GitHub, CI/CD, REST APIs

**Automation & AI Tools:** n8n, Intelligent Automation, Workflow Automation, OpenAI API, Gemini API, Claude API

## EDUCATION

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### Bachelor of Artificial Intelligence

AI-Balqa' Applied University, As-Salt, Jordan | Very Good Standing

Graduated: Jul 2025

## CERTIFICATIONS

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- Azure AI Fundamentals (Ai-900) - Microsoft
- AI Engineer Core Track: LLM Engineering, RAG, QLoRA, Agents - Udemy
- AI Engineer Agentic Track - Udemy
- AI Builder: Create Agents, Voice Agents & Automations in n8n - Udemy
- Microsoft Power BI Data Analyst - Udemy