

# Hadi Fares

AI & Automation Engineer

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## PROFILE

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Resourceful, AI-focused builder who turns messy operational needs into reliable software and automations. Hands-on experience shipping AI-assisted features, end-to-end automation workflows (n8n, Make.com), webhook and API integrations, and internal dashboards across backend, frontend, and automation layers. Methodical about testing, defensive error handling, and safe deployment, and quick to learn new tools to support fast-shipping, software-enabled operations.

## TECHNICAL SKILLS

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**AI & Prompt Engineering:** Claude, ChatGPT, Cursor; prompt engineering & technical specs; LangChain, RAG  
**Automation & Integration:** n8n, Make.com; webhooks, REST APIs; Twilio, WhatsApp Business API, Telegram; Google Sheets/Docs/Drive, Airtable

**Backend & Data:** Python, JavaScript/TypeScript, SQL; FastAPI, Flask, Express; PostgreSQL, MongoDB, ChromaDB, Pinecone, Neo4j

**Frontend & Deployment:** React, TypeScript, Angular, Tailwind CSS; Vercel, GitHub, Docker, Postman

**Currently exploring:** Supabase, Next.js, GoHighLevel

## WORK EXPERIENCE

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**AI Automation Intern** | Capital Academy | Hybrid *Jun 2025 – Jul 2025*

- Built a working prototype for automated course generation with ChatGPT, orchestrating structured workflows and using bolt.new and Lovable for the interface.
- Designed and tested end-to-end automation flows in n8n and Make.com, integrating Twilio, WhatsApp Business API, Telegram, Google Docs/Sheets/Drive, and Airtable.
- Implemented multi-platform customer-service chat automation via WhatsApp Business API and Facebook Developer integrations.
- Applied advanced workflow logic (iterators and aggregators) to generate structured learning content from titles to subtitles to lessons.

**AI Engineer** | Infinity Labs | Remote *Jul 2024 – Mar 2025*

- Built and shipped AI features for client projects (RAG chat, document processing, analytics dashboards), translating business goals into working functionality.
- Contributed across planning, coding, and testing to keep delivery reliable from start to finish.
- Bridged business requirements and implementation so the team consistently delivered what clients expected.

**Project Manager** | Infinity Labs | Remote *Oct 2024 – Dec 2024*

- Coordinated frontend, backend, and design teams to keep projects on schedule.
- Maintained clear communication and timelines to meet client needs without delays.
- Aligned team efforts to deliver projects smoothly and successfully.

## PROJECTS

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**ArcVault Intake & Triage Pipeline** *2025*

- Agentic intake-and-triage workflow in n8n with GPT-4o-mini that classifies, enriches, and routes inbound B2B support messages arriving via webhook.
- Returns a structured JSON object (category, priority, confidence, entity extraction, summary) and defensively validates and parses the LLM output, auto-escalating on parse failure.
- Applies escalation rules (confidence threshold, keyword matching, billing amount) and routes each ticket to the correct Google Sheets queue (main vs. escalation). Built for the Valsoft AI Engineer assessment (passed).

### **AI-Powered E-Commerce Platform — NovaTech (Graduation Project) 2025**

- Full-stack e-commerce app with integrated AI: React 19 + TypeScript frontend, Laravel 12 backend APIs, and FastAPI AI services powered by OpenAI GPT-4.
- Multi-database architecture: PostgreSQL (transactions), MongoDB (AI conversations), Neo4j (graph-based product recommendations).
- Features: AI chat assistant, voice-powered analytics via Flutter, real-time order processing, and admin dashboards; WebSocket communication and JWT authentication.

### **Ucleany — Infinity Labs (Freelance) Jan 2025 – Mar 2025**

- Architected and built an AI service-chat platform powered by a Retrieval-Augmented Generation (RAG) pipeline over OpenAI and Google models, grounding responses in a managed knowledge base instead of open-ended generation.
- Designed a dual-database architecture — MongoDB for application data (conversations, documents, user feedback) and ChromaDB as the vector store for embeddings — separating transactional/document storage from semantic search.
- Built an intelligent document-processing pipeline that ingested, indexed, and retrieved source documents to produce grounded answers, with document management exposed through the admin side.
- Implemented geolocation-based service matching to connect users with the right provider by location.
- Added JWT authentication, per-user usage limits/rate limiting for cost and abuse control, sentiment analysis on user messages, and multi-language support.
- Delivered a comprehensive admin dashboard for analytics monitoring, document management, and user-feedback tracking.

### **PyCaret Machine Learning App Apr 2025**

- Streamlit + PyCaret app giving students a simple, intuitive interface to experiment with ML concepts without extensive programming knowledge.

## **EDUCATION**

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**BS in Computer Science** | Islamic University of Lebanon 2022 – 2025

DataCamp — Premium coursework (Data Science & ML) Oct 2023 – Present

## **CERTIFICATIONS**

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- **AI Automation Specialist Bootcamp** — Oct 2025
- **The Art of Prompting** (advanced prompt engineering), QuantumBase — Sep 2025
- **LangChain & Vector Databases in Production** — Sep 2024
- **System Design and Architecture** — Jan 2025
- **Data Engineer Associate**, DataCamp — Jan 2024
- **Artificial Intelligence Bootcamp**, Zaka — Nov 2023