

Hadi Fares

Beirut, Lebanon | [LinkedIn](#) | [Github](#) | HadiFares159@gmail.com | +9613546055

Career Objective

Enthusiastic AI engineer passionate about building innovative automation solutions that solve real business problems. Eager to adapt and learn new technologies while leveraging proven experience in customer service automation systems. Driven by creating measurable impact through intelligent systems that enhance customer experience and operational efficiency.

WORK EXPERIENCE

AI Engineer | Infinity Labs | Remote | July 2024 – March 2025

- Built AI-powered features solving real client business needs and improving product value for customers
- Developed production-ready customer service automation systems deployed in live environments
- Participated in full product lifecycle: planning, development, testing, and deployment
- Translated business requirements into technical solutions ensuring client expectations were met
- Collaborated with stakeholders to align technical implementations with business objectives

Key Project - Ucleany AI Customer Service Platform:

- Designed and deployed **RAG-based chatbot** for **multi-service** marketplace (cleaning, laundry, car wash, pet grooming)
- Built mobile **chat interface** and web-based admin dashboard for content **management and analytics**
- Implemented **real-time sentiment** analysis with automated **feedback** classification (high/low priority)
- Created automated escalation **system flagging** critical issues for immediate team attention
- Developed function calling system for **real-time data access** (order lookup, location-based services, promotions)
- Integrated AI with existing backend APIs for **personalized, context-aware customer** interactions
- Optimized **token usage** through prompt engineering, **caching** strategies, and **usage** monitoring
- System currently live in production serving real customers

Technologies: FastAPI, OpenAI GPT-4, RAG (ChromaDB), MongoDB, Sentiment Analysis, Mobile & Web Integration

Project Manager | Infinity Labs | Remote | October 2024 – December 2024

- **Coordinated** cross-functional team of 6 professionals (backend, frontend, mobile developer, UI/UX designer, senior developer, business owner)
- Managed **end-to-end product delivery** from **requirements** gathering to **production deployment**
- Established clear communication protocols and timeline management ensuring on-schedule delivery
- Created comprehensive **technical documentation** and **SOPs** for 11-microservice architecture
- Facilitated alignment between **business** objectives and **technical** implementation
- **Trained** and **mentored** entry-level developers, elevating their skills to **production-ready** level through hands-on coaching and code reviews
- Successfully **delivered** complex multi-platform application

AI Automation Internship | Capital Academy | Hybrid | June 2025 – July 2025

- Designed and prototyped automated course generation system using ChatGPT with structured workflows via **Make.com**.
- Built customer service chat automation demos across **WhatsApp Business API**, **Telegram Bot API**, and **Facebook Messenger**
- Developed end-to-end automation workflow prototypes in n8n and Make.com integrating multiple APIs (**Twilio**, **Google Workspace**, **Airtable**)
- Implemented advanced workflow logic using iterators and aggregators for structured content generation
- Researched and tested voice call agent solutions using **Twilio** APIs and **ElevenLabs** for automated customer interactions
- Gained **hands-on experience** with multi-channel messaging platform integrations and **webhook** configurations

NOTABLE PROJECTS

Solar Energy Lead Generation Chatbot | Freelance Project | January 2025

Developed and delivered complete **AI chatbot solution** for solar energy companies:

- Built **conversational AI** using Rasa framework with custom NLU training for solar energy domain
- Implemented automated **FAQ** responses for **common customer queries** (pricing, installation, timelines)
- Created intelligent **lead capture** system with real-time form validation (email, phone, location, property type)
- Fully integrated with **Odoo 16 CRM** for automatic qualified lead creation and data synchronization
- Deployed responsive **web widget embeddable** on any website with mobile, tablet, and desktop support
- Designed full-stack architecture: **Rasa NLU** server, custom action server, FastAPI backend, PostgreSQL database

Developed comprehensive **full-stack e-commerce application** integrating AI for enhanced customer experience:

- Built **React** 19 frontend with TypeScript, **Laravel** 12 backend APIs, and **FastAPI** for AI services powered by OpenAI GPT-4
- Implemented multi-database architecture: PostgreSQL (transactional data), MongoDB (AI conversations), Neo4j (**product recommendations**)
- Created intelligent AI chat assistant for **customer support** with contextual **product recommendations**
- Developed **voice-powered business assistant** via **Flutter** mobile app
- Implemented real-time **order processing**, JWT authentication, and **WebSocket** communication
- Designed **scalable**, production-ready platform with cross-platform compatibility

PyCaret Machine Learning App | April 2025

Developed comprehensive Streamlit-based machine learning application using PyCaret:

- Created intuitive interface for students to experiment with ML concepts without extensive programming knowledge
- Implemented automated model training, comparison, and evaluation workflows
- Built interactive visualizations for model performance analysis

Technologies: Python, **Streamlit**, **PyCaret**, Pandas

TECHNICAL SKILLS

Customer Service & Automation

- AI Chat Systems: RAG implementation, function calling, context management, prompt engineering, multi-turn conversations
- Automation Platforms: n8n (advanced workflows), Make.com, Rasa NLU framework, workflow orchestration
- Multi-Channel Integration: WhatsApp Business API, Telegram Bot API, Facebook Messenger, Instagram
- Analytics & Monitoring: Sentiment analysis, feedback classification, usage tracking, admin dashboards
- Knowledge Management: Document processing, vector databases (ChromaDB), semantic search, FAQ systems
- Workflow Design: Escalation management, automated triage, business rules implementation
- Voice Automation: Twilio API integration, ElevenLabs, voice agent prototyping

Programming & Development

- Languages: Python, JavaScript, TypeScript, SQL
- Backend Frameworks: FastAPI, Flask, Streamlit, Laravel
- Frontend Frameworks: React, Angular, Flutter
- AI/ML Libraries: LangChain, OpenAI API, Google Gemini, Rasa, TensorFlow, PyTorch, PyCaret
- Databases: PostgreSQL, MongoDB, MySQL, ChromaDB, Pinecone, Neo4j (GraphDB)

Tools & Platforms

- Development: Git/Github, Docker, Postman, VSCode
- Cloud & Hosting: Hostinger VPS, Coolify deployment
- Automation: n8n, Make.com, API integrations
- APIs & Services: Google Workspace APIs, Twilio, Airtable, Odoo CRM

Education

BS in Computer Science - Islamic University of Lebanon. 2022 – 2025

Courses on DataCamp platform with premium access. October 2023 – Present

Certifications

<u>AI Automation Specialist Bootcamp</u> by <u>QuantumBase</u>	October 2025
Comprehensive training program in workflow automation and AI integration:	
• N8N Advanced Workflows: Built complex automation flows with iterators, aggregators, conditional logic, and error handling • Multi-Channel Integrations: Hands-on experience with WhatsApp Business API, Telegram, Messenger, Instagram, and email automation • AI Agent Development: Created personal assistant agents with memory, calendar management, contact handling, and email processing • Voice Automation: Implemented voice call agents using Twilio and ElevenLabs integration • Document Processing: Built workflows for invoice extraction, document-to-markdown conversion, and automated data handling • GraphRAG Implementation: Self-hosted LightRAG for advanced knowledge base search and document ingestion • API Mastery: Learned to work with REST APIs, webhooks, callbacks, and custom node development • Completed hands-on projects: Lead qualification system, invoice automation, personal assistant chatbot, multi-channel support bot	
<u>The Art of Prompting</u> is a practical course on advanced prompt engineering by <u>QuantumBase</u>	September 2025
<u>LangChain & Vector Databases in Production</u>	September 2024
<u>System Design and Architecture</u>	January 2025
<u>Data Engineer Associate</u> by DataCamp	January 2024
Artificial Intelligence Bootcamp by Zaka	November 2023