Ahmed Muavia

AI Engineer

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Professional Profile

AI engineer with experience building and maintaining internal LLM systems for a 700-person software company. Developed features for HR policy search, rebuilt an administrative ticketing assistant, and extended process audit automation. Works across retrieval, orchestration, enterprise integrations, and system design.

Professional Experience

Confiz Limited | AI Engineering Intern

June 2025 - April 2026

HR Policy Chatbot

- Built a certificate-authenticated Microsoft Graph ingestion pipeline that automatically indexed policy content from four SharePoint sites in Qdrant.
- Added conversational query rewriting and rolling summaries in MongoDB so employees could ask follow-up questions in Microsoft Teams.
- Implemented analytics across eight dimensions per query, including resolution, topic, retrieval source, and employee feedback. Added proactive error alerts and fixed broadcast initialization.

Administrative Ticketing Assistant

- Rebuilt the Teams bot around a plugin registry and LLM routing. Validated locations against known office records before creating and assigning Jira tickets.
- Enabled managers to filter tickets, update statuses, draft comments, and request approvals from Teams. Added response confidence scoring for policy answers.

Process Audit Automation

- Added five Jira compliance checks and a SharePoint closure audit. Fixed an OAuth login loop and built Adaptive Cards for reporting and scheduling.
- Presented the v1 system to company stakeholders. Authored the v2 Software Design Document, covering a seven-table schema, audit rules, role-based access, human review, integration resilience, and traceability for 30+ requirements.

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Selected Projects

MCP Business Intelligence Client

Guided internship project | LangGraph, MCP, Databricks, Groq

- Built an assistant that translated questions into SQL against a live Databricks schema, validated queries, and attempted up to three automatic corrections.
- Added rate-limit handling, model fallback, context trimming, and result validation. Recorded a 99.2% request success rate under concurrent load.

Restaurant Reservation Assistant

Guided internship project | LangGraph, Groq, SQLite

- Built a conversational state machine that collected booking details across turns and supported creation, confirmation, modification, and cancellation.
- Recovered structured JSON from mixed model output and verified reservation IDs and emails for cancellations.

Technical Skills

AI engineering: RAG, prompt engineering, LLM routing, confidence scoring, LangChain, LangGraph, MCP

Cloud and integrations: Microsoft Azure, Teams, Bot Framework, MSAL/OAuth2, Graph API, SharePoint, Jira REST API, Databricks

Data and development: Python, SQL, aiohttp, Pydantic, Pandas, Qdrant, MongoDB, SQLite, Git, Bitbucket, Power BI, Tableau

System design: Plugin architecture, role-based access, row-level security, async queues, circuit breakers, append-only audit logs

Education

Allama Iqbal Open University | Intermediate in Commerce, 2024 - 2026

Professional Certifications

Google, 2025: Data Analytics, Predictive Machine Model, Statistical Analysis, Data Visualization

IBM, 2025: Data Engineering, Tableau

Microsoft, 2025: Microsoft Azure SQL, Data Core Concepts in Azure