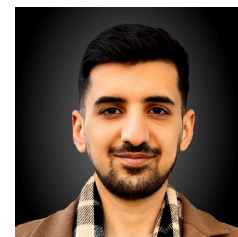


Omer Khan Jadoon

Machine Learning Engineer | MLOPs | AI Engineer

📞 [+49 \(176\) 68310746](tel:+4917668310746) ✉ omerkhaniaadoon@outlook.com 🌐 omerkhaniaadoon.com 📄 [/omerkhaniaadoon](https://www.linkedin.com/company/omerkhaniaadoon)

Results-driven Machine Learning Engineer with 4+ years of experience in artificial intelligence, data science, machine learning, NLP and MLOps. Proficient in Python, ML/DL, LLM Frameworks and Cloud Deployments.



Technical Skills

Programming Languages : Python, JavaScript, C / C++, Java , C#.

Frameworks & Tools: TensorFlow, PyTorch, LangChain, Llamaindex, Streamlit, Flask, Django.

Generative AI Technologies: Agentic AI, Open-source and paid Large Language Models (Llama3, Mistral, OpenAI, Google Gemini Pro, Perplexity), Multimodal LLMs, Audio to Audio Language Models, Video Language Models (VLMs), Diffusion Models, GANs, CrewAI , LangGraph.

Databases : Experience with Cosmos DB in production environments, Mysql, Mongodb, PostgreSQL, Firebase, SQL, Vector DBs (like ChromaDB, Pinecone)

Deployment Platforms: Azure AI, AWS (EC2, Lambda), Azure Functions, Hugging Face Spaces, MLOps, Docker, Kubernetes, GitLab, AWS EKS, LLMops.

AI Techniques: Fine-tuning with custom data, Retrieval Augmented Generation (RAG), vector embedding, neural network optimization, prompt engineering and optimization, evaluation of LLMs and RAG.

Traditional AI: Computer Vision, NLP, Machine Learning, Deep Learning, DNN.

Web Development & AI Workflows : Next JS, Flask, Django , React JS , FastAPI, Make, n8n, flowise

Project Management Tools: Notion, Jira, Confluence

Soft Skills: Analytical thinking, problem-solving, teamwork, effective communication , Leadership, Cross-functional Collaboration.

Work Experience

SanaExpert GmbH

Jan 2025 – Present

Artificial Intelligence Specialist

Munich, Germany

- Automation of more than **85% of Customer Support** tickets using AI across different countries (Germany, Spain, Italy, Portugal and China) and across different channels (shopify web chat, email, instagram, messenger etc.)
- Built **Custom AI Agent** with **Advanced RAG** (Retrieval Augmentation Generation) pipeline and tool calling and developed custom Web API using FastAPI to handle chat backend.

Amidiro GmbH

December 2023 – Present

Werkstudent Generative AI & Machine Learning Consultant

Aachen, Germany

- Lead the Development of Amidiro Audio Assistant which helps businesses/hospitals to provide support and do marketing and support calls using LLMs and which **increase the lead conversion rate by 20% , and reduce the call handling time by 15%**.
- Fine tuned YOLO v9 on FireNet Dataset and Developed a pipeline to generate Safety & Maintenance Report using LLM.
- Developed a data pipeline to extract important information from Company register (Handelsregister) using OpenAI ChatGPT and store it to AWS DynamoDB.
- Conducted training regarding prompt engineering and fine tuning of LLMs .
- Build a Retrieval-augmented generation (RAG) pipeline for Amidiro Internal Knowledgebase to help consultants.
- Developed Basic and Advance Training about Prompt Engineering and RAG focusing on latest research.
- Knowledge retrieval from recent Research Papers and integration into the Knowledgebase.

Remote Native GmbH

April 2023 – October 2023

Werkstudent Artificial Intelligence and Data Science

Munich, Germany

- Generated Synthetic dataset using LLMs from **~5 Million** e-commerce dataset, to train custom BERT model for Named Entity Relations (NER) task.
- Fine Tuned Segment Anything model to do **image segmentation** and remove background from images. Also created an interface for this in streamlit. .
- Developed a Restful API service for **converting video of Product to 3D objects**.
- Implemented MLOPs pipeline in Azure Databricks to Extract Transform Load (ETL), Model Training and Deployment.
- Developed a Virtual tryon Application Using Computer Vision for different clothes and color variations of product.

Advance Telecom Services (ATS)

July 2022 – April 2023

Artificial Intelligence Engineer

Remote, USA

- Set up fine-tuning and evaluation pipelines on Microsoft Azure.
- Trained Custom Computer Vision and NLP Models and Deployed them on Azure Cloud.
- Implemented an Advanced Recommendation System for car dealership stores.
- Developed Generative AI Training and conducted training sessions with universities.
- Worked on Data Pipelines, ETL, Batch Scoring, Stream Processing, Visualization using Power BI.

National Radio & Telecommunication Corporation (NRTC)

October 2021 – June 2022

Assistant Manager Artificial Intelligence Lab

Haripur, Pakistan

- Build the AI and BigData Lab with a private cloud for KPK Police, Pakistan.
- Worked on Development of OSINT for Social Media and Criminals Analysis.
- Trained an AI based Forecasting AI to forecast any possible crime in an area.
- Build Interactive Dashboards in Qlik Sense and a custom ETL system for Telecommunication Data.
- Developed Link Analysis Platform to analyze the activities of Terrorist Groups in Pakistan.
- Development of Facial Recognition System (FRS), Automatic Number Plate Recognition System.
- Lead a team of 5 People

Jadon Technologies Private Limited (JTPL)

Nov 2020 – OCT 2021

Lead Software Engineer

Haripur, Pakistan

- Developed Cross Platform Mobile and web apps using Next JS, React JS, ASP.NET as well as Django.
- Web Scraping, Data Analytics, Exploratory Data Analysis.
- Data Ingestion, Training ML and DL based models for visual analysis, emotion detection, and road safety.

Projects

SanaExpert AI Agent: Agentic AI based Customer Support Agent Multimodal LLMs, FastAPI	Jan 2025 - March 2025
OneSpot: UWB based Single point Locator FAU MADLab / Siemens	Oct 2024 - Jan 2025
Amidiro Audio Assistant: LLM Based Call Center Agent Audio to Audio, Speech Models	Jan 2024 - Sep 2024
Safira.AI: AI based Ecommerce Platform LLMs, Image Analysis, Segmentation, Azure AI	April 2023 - Sep 2023
Product Recommendation and Search: Image based Search Collaborative Filtering	Jan 2023 - Mar 2023
Material Defect Detection: Defects in Construction Materials Deep Learning	Oct 2022 - Dec 2022
Brain Tumor Detection: Segmentation of Infected Area U-NET, Segmentation, Azure AI	July 2022 - Sep 2022
Facial Recognition System & ANPR: Catch People on RedBook with various city cameras YOLO-Face	Jan 2022 - May 2022
Criminal Investigation System (CIS): Terrorists Activity Monitoring and Forecasting Django, Qlik Sense	Nov 2021 - April 2022
Cow Diseases Prediction: Computer Vision based Skin Diseases Predictions CNN, Transfer Learning	Nov 2020 - Feb 2021
Detection of Osteoarthritis in Knee: Detect Severity according to KL Scale ResNET, Fine Tuning	Jan 2020 - May 2020

Awards & Achievements

Gold Medal/Chancellor Medal: Scored Highest CGPA in my Department	OCT 2020
HEC Scholarship and Laptop winner: Winner of Merit based Scholarship	March 2018

Education

Friedrich-Alexander-Universität (FAU) Master of Science in Artificial Intelligence	OCT 2022 – Present Erlangen, Germany
The University of Haripur Bachelors of Science in Software Engineering	SEP 2016 – OCT 2020 Haripur, Pakistan