ZEIN SAID

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SUMMARY

Computer Science (AI) graduate with two years shipping LLM systems for enterprise and government clients in the UAE, including a multi-agent assistant for a Dubai government leadership institute. Co-founded a retail business in Cyprus and built its AI tools: an AI receptionist that answers its customers online and an invoice-automation tool used by staff.

EXPERIENCE

AI Engineer (Contract) | AttendNow / Datamind, Dubai — *Jun – Jul 2026*

- Reworked the video pipeline of a face-recognition attendance platform to process full video with selective frame capture.

Co-Founder & Operations Manager | The Plug Business Center, Nicosia, Cyprus — *Aug 2025 – Present*

- Co-founded a 24/7 print shop and mini-market next to the University of Nicosia; set up its POS, inventory and accounting workflows, and now run it remotely.

AI Engineer | IT Max Global, Dubai — *Jan 2024 – Aug 2025*

- Built MBRCLD AI, the company's flagship AI project: a multi-agent chatbot over the Mohammed bin Rashid Centre for Leadership Development's leadership database, in a two-person team (owned the frontend, worked across backend and model integration).
- Designed it as a router agent dispatching to specialised agents: text-to-SQL search, analytics, web search and a scope check.
- Delivered further OpenAI GPT and Microsoft Copilot solutions for enterprise and government clients; scoped requirements with clients and ran AI-adoption workshops.

PROJECTS & PUBLICATIONS

Invoice Automation: scanned invoices to stock uploads | github.com/zeinsaid/Invoice-Automation — *Oct 2026 · In use at the shop*

- Turns scanned invoices from 11 suppliers into stock-system uploads: Azure AI Document Intelligence reads the tables, then the tool matches each line to the catalogue, converts cases to pieces by price and checks every total.
- Anything uncertain becomes a yes/no question for staff, and every answer is learned. Measured over 47 invoices: invoice entry down from about 3.5 hours to under 1 hour a week.

Jawab: multilingual AI receptionist for small businesses | github.com/zeinsaid/Jawab — *Sep 2026 – Present · In production*

- Answers customers in their language (tested in English, Greek and Arabic) from the owner's own data; when unsure it asks the owner, relays the answer and learns it with one tap. In production on my shop's website (theplug.cy), answering real customers.
- Started in a day at the Founding MENA x Replit Hackathon (Dubai) on my Shop Assistant engine: code turns any answer not backed by the knowledge base into a question for the owner. Compared Anthropic, OpenAI and Google models on a 130-case eval; chose GPT-6 Luna: 127–129/130 at about $0.0003 per message.

"Detecting Agreement in Multi-party Conversational AI" | IEEE RO-MAN 2023, GROUND workshop — *Published 2023*

- Co-built a multi-party conversational agent (Rasa, PyTorch, Google Speech, GPT); co-authored and presented the paper remotely.

EDUCATION

BSc (Hons) Computer Science (AI), First Class (4.0 GPA equivalent) | Heriot-Watt University, Edinburgh, UK — *2020 – 2023*

- Admitted directly into second year; two Deputy Principal's Awards; degree recognised by the UAE Ministry of Higher Education.
- Dissertation: driver drowsiness detection from facial scans with a PyTorch deep neural network.

TECHNICAL SKILLS

Languages & frameworks: Python, JavaScript, SQL, Java, C, React, Node.js, Flask, Django, FastAPI, Pydantic, pytest, Tkinter, REST APIs

AI & ML: OpenAI, Anthropic & Gemini APIs, Azure AI Document Intelligence, multi-agent design, LLM evaluation, PyTorch, pandas

Tools & platforms: Git, Azure, Render, Replit, GitHub Pages, Claude Code and AI-assisted development

CERTIFICATIONS & ADDITIONAL

Certifications (2024): Azure AI Fundamentals (AI-900), Azure Data Fundamentals (DP-900), IBM Full Stack Development

Languages: Arabic (native), English (fluent), Greek (elementary, in progress)

Other: Valid UAE driver's licence · Open to relocation