Murtada Ahmed

Technical Project Manager | AI Automation and Copilot Delivery

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PROFILE

Technical Project Manager with an AI/ML engineering and backend development background. I deliver AI and automation projects in a large enterprise, from business case and pilot to handover, and I can build the technical solution myself.

EXPERIENCE

Telus Digital

Technical Project Manager

08/2026 - Present

- Built and piloted an AI-powered KPI dashboard (Fuel iX, Google Apps Script) for 10 team leads, about 170 agents, and 16 accounts, with an AI chat assistant and KPI rules per account. Projected savings: about 83 hours a month.
- Ran the pilot from business case to training, UAT, and handover to 3 operations super-users. Rated 5 out of 5 by team leads.
- Automated change-ticket documentation for 149 accounts using Apps Script, the ServiceNow API, and Fuel iX AI, with a change log in Google Sheets and email confirmations to account managers.
- Created Fuel iX copilots, including a test case generator for the HR team that cut test preparation from hours to about 5 minutes.
- Manage Sanas AI voice deployments from client approval to go-live, and track KPIs and adoption on monday.com.
- Build cross-system automation workflows in Workato to connect enterprise tools and reduce manual handoffs across teams.

Telus Digital

Operation Team Leader

01/2023 - 07/2026

- Led a team and kept SLA and delivery timelines on track.
- Owned AI copilot delivery on Fuel iX to support agents across multiple projects, reducing manual work.
- Trained new team members and fixed workflow bottlenecks.
- Worked with stakeholders to match team goals with client expectations.

Cost-Effective Software

Backend Developer (Freelance)

12/2024 - 03/2025

- Built Django backend modules connected to React components.
- Built OCR pipelines (PyTesseract, EasyOCR) and deployed a Donut transformer model for document understanding.
- Worked in an Agile team using Jira and GitHub Projects.

FlyRank AI

Backend AI Engineer - Intern

07/2026 - 09/2026

- Built a semantic image-to-blog-post matching system using Google Gemini (vision captioning and embeddings), FastAPI, and PostgreSQL.
- Implemented a mismatch guard with confidence and similarity thresholds to reject poor suggestions. Achieved 75% Top-1 Precision on a labeled evaluation set.
- Containerized the full stack with Docker Compose and covered core flows with pytest.

PROJECTS

KPI Intelligence Dashboard | Fuel iX, Google Apps Script
AI-powered dashboard for 10 team leads, 170 agents, and 16 accounts with per-account KPI rules and an AI chat assistant. Delivered end-to-end. Projected savings: 83 hours/month.

Change-Ticket Documentation Automation | Apps Script, ServiceNow API, Fuel iX
Automated change-ticket documentation across 149 accounts with a Sheets change log and email confirmations to account managers.

Image Relevance Engine | Google Gemini, FastAPI, PostgreSQL, Docker
Semantic image-to-blog-post matching using Gemini embeddings and cosine similarity, with a mismatch guard rejecting low-confidence results. 75% Top-1 Precision.
github.com/MurtadaAhmed/flyrank-capstone-image-relevance

OCR and Document Understanding System | Python, EasyOCR, PyTesseract, Transformers
OCR pipelines and a fine-tuned Donut transformer model for structured data extraction from documents.

AI Sheet Copilot | Python, Google Apps Script
AI copilot integrated into Google Sheets for automated data processing.
github.com/MurtadaAhmed/Google-Sheet-Custom-AI-Copilot

SKILLS

Project Management: Agile, Business Cases, UAT, Stakeholder Communication, KPI Reporting, Risk Management
Tools: monday.com, Jira, GitHub, Workato, Fuel iX, Google Apps Script, ServiceNow API
AI and Backend: Python, Django, FastAPI, REST APIs, PyTorch, TensorFlow, Transformers, OCR, PostgreSQL
Languages: English (Full Professional), Bulgarian (Professional Working), Arabic (Native)

EDUCATION

BSc Computer Science, University of London (Machine Learning and Artificial Intelligence specialization)

CERTIFICATIONS

Google: Project Management Professional Certificate; IT Automation with Python Professional Certificate; IT Support Professional Certificate
IBM: AI Engineering Professional Certificate; AI Developer Professional Certificate; Full Stack Software Developer Professional Certificate; Data Science Professional Certificate; RAG and Agentic AI Professional Certificate (in progress)
Workato: Foundations Level 1; Foundations Level 2
Leadership and Process: Beyond Leadership Development Program (Axialent); Situational Leadership Excellence, SLX (Ken Blanchard); Lean Six Sigma Yellow Belt (Telus Digital)
Other: SoftUni Python Software Engineer Program