



# FAISAL MAHMOOD

Operations Analyst | Process Improvement & Data-Driven Operations

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## PERSONAL DETAILS

### Nationality

Indian

### Work Authorization

EU Resident. Open to relocation to GCC / Middle East.

### LinkedIn

linkedin.com/in/thefaysl

### Portfolio

faysl.shop

## LANGUAGES

**English** Full Professional

**Hindi** Native

**Urdu** Native

**Kannada** Native

**German** Learning

## TECHNICAL SKILLS

### Operations & Analytics

SAP GUI, Power BI, Advanced Excel, WMS, ANPR Systems, Lean Manufacturing, Six Sigma, TQM, SOP Development

### Automation & Tools

Python, n8n, API integration, process automation, SQL, REST APIs, Vapi AI Telephony, LangChain

### Engineering

AutoCAD, SolidWorks, ArtCAM, CNC / G-Code Programming, CAD/CAM

## PROFESSIONAL SUMMARY

Operations professional with a Master of Engineering in Engineering Management and hands-on experience at the world's largest waste-to-energy plant in Dubai. Proven record of measurable impact: 75% reduction in truck offloading time and 100% government compliance during plant commissioning. Strong in SAP, Power BI, and process automation, with the ability to both analyse operations and build the tools that improve them. Seeing operational problems that automation could solve, independently built and deployed Swagath AI, a production AI phone receptionist SaaS handling real bookings 24/7, alongside a B2B briefing agent that cut sales preparation time by 90%. This AI work grew directly from ground-level operational experience: understanding the problem deeply, then building the solution end-to-end. EU resident, open to relocation to the GCC / Middle East.

## PROFESSIONAL EXPERIENCE

### Operations Associate - Shou'alah

July 2023 - July 2024

Dubai, UAE

A joint venture between Kanadevia Inova and BeSix - World's Largest Waste-to-Energy Plant, 5,000+ tons/day

- Worked with data-driven operations for the world's largest waste-to-energy facility, processing 5,000+ tons of municipal waste daily
- Built automated weighbridge ticketing system** that pulled live truck exit data from servers, auto-matched records, and auto-printed exit tickets, achieving **75% reduction in truck offloading time**
- Integrated real-time data from SAP ecosystem spanning **5 weighbridges and ANPR camera network**; managed technical reporting ensuring **100% government compliance**
- Joined during the commissioning phase, ensured field teams operated in adherence to established SOPs and validated protocols during the transition from commissioning to live operations

### Independent Automation Projects

2025 - Present

Berlin, Germany

- Swagath AI:** Built and deployed a production AI phone receptionist SaaS handling real motel bookings 24/7 via voice AI. Includes 9-panel management dashboard with role-based access (3 tiers), multi-tenancy, and Telegram bot integration. Live at [faysl.shop](https://faysl.shop)
- B2B Briefing Automation:** AI agent that generates automated company briefings, achieving **90% reduction in sales preparation time**
- Lead Qualification Workflow:** n8n pipeline that automatically evaluates prospects and eliminates manual data entry from the sales cycle

### Systems Engineer

Sep 2022 - Apr 2023

AITE - Advanced IT Engineering | Karnataka, India

- Reduced hardware downtime by 40%** via centralized licensing servers and secure access pipelines for AutoCAD, SolidWorks, CAM - serving a 200+ student engineering training centre
- Standardized procurement for high-load CAD/CAM and G-Code rendering infrastructure

## KEY ACHIEVEMENTS

<b>75% faster</b>	truck offloading via automated ticketing at Shou'alah, Dubai
<b>100% compliant</b>	government safety and operational reporting standards
<b>40% less</b>	hardware downtime at AITE training centre
<b>90% faster</b>	sales preparation via B2B Briefing AI agent
<b>25% accuracy</b>	improvement in CNC production via ArtCAM tool path tracing
<b>VTU Best</b>	Engineering Project 2022 among 150+ competing teams

## CNC Programmer (Part-Time)

2018 - 2021

*Azad Robotics Technologies - Karnataka, India*

- Worked with clients to select designs, traced tool paths point-by-point in ArtCAM, and compiled G-Code programs optimized for material-specific parameters - achieving **25% improvement in production accuracy**
- Developed a systematic job tracking catalog (design selection through machine submission to customer collection); analyzed data to identify fast-moving designs and pre-compiled reusable catalog, significantly reducing repeat job setup time
- Developed custom CNC programs adjusted for material-specific properties and machining logic

## EDUCATION

### Master of Engineering (M.Eng.) - Engineering Management

*IU International University of Applied Sciences - Berlin, Germany*

*Graduated: December 2025*

Thesis: "Digital Transformation Challenges in SMEs: Towards a Resilient Technology Management Strategy"

### Bachelor of Engineering (B.E.) - Mechanical Engineering

*NMAM Institute of Technology, Nitte - Visvesvaraya Technological University (VTU)*

*Graduated: 2022*

**Best Engineering Project by VTU (2021-2022)** among 150+ teams - Medical-grade Portable Oxygen Concentrator (95% purity) on INR 50,000 budget. Specializations: Lean Manufacturing, Six Sigma, Industrial Automation.

## NOTABLE PROJECTS

### Swagath AI - Production AI Phone Receptionist SaaS

*Python - FastAPI - Vapi Telephony - DeepSeek V3 - Gemma 4 - aiosqlite - Cloudflare Tunnel*

Full-stack AI receptionist handling real motel bookings 24/7 via voice. 9-panel management portal, 3-tier role-based access, multi-tenancy, async DB, Telegram bot. [faysl.shop](https://faysl.shop) | [github.com/thefaysl/receptionist-brain](https://github.com/thefaysl/receptionist-brain)

### Portable Oxygen Concentrator - VTU Award-Winning Medical Device

*PSA Technology - Embedded Systems - CAD*

Led 4-person team over 14 months to build medical-grade device at 95% oxygen purity on INR 50,000 budget. Best Engineering Project, VTU 2021-2022, 150+ teams.

## LEADERSHIP & STAKEHOLDER MANAGEMENT

**Regulatory Compliance:** Primary technical contact for regulatory compliance at Shou'alah, maintained 100% adherence to government safety standards throughout commissioning and live operations

**Project Leadership:** Led 4-person cross-functional team through 14-month medical device development, awarded Best Engineering Project by VTU among 150+ teams

**Field Operations:** Trained and validated teams during startup of the world's largest waste-to-energy facility

**Technical Training:** Conducted AutoCAD, SolidWorks, and CNC workshops for 30+ junior engineering students

## REFERENCES

*Available upon request.*