Dawoud AlMughrabi
Applied AI Lead

Professional Summary

Applied AI leader building AI capabilities as core business functions in regulated environments. Delivered enterprise AI systems used by 300+ users and generating 500K+ KWD annual value, while defining strategy, governance, and operating models aligned with business and risk priorities. Combines hands-on execution with executive-level ownership across architecture, delivery, adoption, and ROI.

Experience

Applied AI Lead

Jazeera Airways | Kuwait | Jul 2025 – Present

- Building the airline's capability from zero into production systems used across the business, covering strategy, governance, architecture, and execution.
- Owning the AI program lifecycle end-to-end across strategy, prioritization, delivery, and adoption, with multiple production systems delivering measurable operational and financial impact.
- Designing and deploying a unified platform combining LLMs, predictive models, and operational data, now used by 300+ users (~70% adoption).
- Defining and executing a 3-year AI roadmap, prioritizing high-impact use cases aligned with cost reduction and operational efficiency.
- Establishing governance frameworks including evaluation controls, monitoring, auditability, and alignment with security and compliance requirements.
- Driving adoption across multiple business functions, achieving ~70% adoption across 300+ users through workshops and workflow integration.
- Leading architecture decisions across AI/ML systems, improving performance (p95 latency 875ms → 430ms) and reducing cost per 1K tokens from $0.72 → $0.18.
- Delivering high-impact use cases across core business areas:
  - **Operations:** resource optimization (+3.35% OTP, 41% queue reduction)
  - **Commercial:** AI-enabled decision support for planning and performance, reducing manual effort in commercial analysis by 78% (18 minutes → 4 minutes)
  - **Maintenance:** predictive failure modeling and reliability improvements
- Standardized solution delivery from POC to production, reducing time-to-deployment by 22% and improving consistency across use cases.
- Reduced manual effort in key workflows by 29% through AI-driven automation and decision support systems.

AI/ML Engineering Manager – AI Strategy & Solutions

Code Craft Labs | Kuwait | May 2025 – Jul 2025

- Led an 8-person AI/ML team, owning delivery across multiple client engagements and driving execution through OKRs and structured planning.

- Oversaw parallel AI initiatives across banking, healthcare, and construction, balancing timelines, resources, and stakeholder expectations.
- Delivered AI use cases in banking including customer analytics, document processing, and early-stage risk and decision-support workflows.
- Designed end-to-end AI architectures integrating LLMs, predictive models, and enterprise data pipelines.
- Established MLOps standards (MLflow, CI/CD, review gates), reducing time-to-production by 40% and improving system reliability.
- Managed vendors, budgets, and delivery standards across AI engagements, ensuring alignment with client timelines and business objectives.
- Supported proposal shaping, solution scoping, and client workshops to translate business needs into AI roadmaps and delivery plans.
- Established technical review standards and delivery quality controls across AI projects, improving consistency across teams and client engagements.

AI Engineer / Data Scientist

Code Craft Labs / AMI Global Operations | Kuwait | 2021 – 2025

- Delivered ML systems across 14+ projects in telecom, logistics, manufacturing, and banking, including forecasting, anomaly detection, and decision-support use cases.
- Built data pipelines, APIs, and model deployment workflows to integrate AI into operational processes.
- Developed predictive and optimization models to improve planning, efficiency, and decision support across client environments.
- Improved forecasting accuracy and operational efficiency across deployed ML systems, with gains of up to 16%.
- Reduced operational inefficiencies through ML-driven decision support systems across multiple deployments.
- Accountable for delivery outcomes across multiple client engagements, ensuring alignment with business objectives and timelines.
- Delivered AI solutions for customer analytics, document processing, and operational decision support across multiple client environments.

Senior Planning Engineer

Ooredoo Telecommunications Company | Kuwait | 2012-2021

- Managed large-scale telecom infrastructure systems requiring high availability in a 24/7 operational environment.
- Led performance optimization and fault resolution across critical systems under strict uptime and reliability constraints.
- Planned and supported capacity and infrastructure expansion projects, ensuring scalability and operational continuity.
- Collaborated with cross-functional teams to deliver complex technical projects under tight timelines and service-level requirements.

Education

- **MSc Artificial Intelligence** | University of Texas at Austin (USA) | *in progress*
- **MBA** | Gulf University for Science and Technology (Kuwait)
- **BSc Electrical Engineering** | University of Miami (USA)

Certifications & Technical Skills

Certifications

- **AWS Certified Machine Learning Specialty** | Amazon Web Services | *in progress*
- **Certified Azure AI & ML Engineering Professional** | Microsoft | June 2025
- **Reinforcement Learning Fundamentals** | University of Alberta | May 2021
- **TensorFlow Neural Networks Specialization** | DeepLearning.AI | May 2019
- **Certified Data Science Professional** | IBM | May 2019

Core Skills

AI Strategy & Delivery
AI roadmaps, operating models, OKRs, hiring, vendor management, budgets, program execution

AI Governance & Reliability
Evaluation frameworks, monitoring, auditability, model performance, incident response

AI Platforms & GenAI
RAG systems, LLMOps, prompt management, multi-agent orchestration, performance optimization

MLOps & Production Systems
MLflow, CI/CD, model lifecycle management, observability (drift, latency, SLA), A/B and shadow deployments

Machine Learning
Time-series, gradient boosting (GBDT), computer vision, reinforcement learning, survival analysis

Data Engineering & APIs
PySpark, ETL pipelines, schema design, FastAPI, event-driven and streaming architectures

Cloud & Analytics
AWS, Azure, GCP, Power BI, Tableau, Linux