# Ruba Khalid Aloufi

AI Engineer | Voice AI, LLMs & Automation | Building Intelligent Conversational Agents

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## PROFESSIONAL SUMMARY

AI Engineer specializing in building internal AI solutions that streamline employee workflows, automate repetitive tasks, and improve operational efficiency. Experienced in developing intelligent systems, voice agents, automation workflows, and RAG solutions, with a track record of taking AI applications from prototype to production. Focused on delivering practical, scalable solutions that simplify everyday work and enable employees to work more efficiently.

## TECHNICAL SKILLS

**AI & Machine Learning:** Machine Learning, Deep Learning, NLP, RAG, AI Agents, LangChain, LangGraph, Prompt Engineering, Fine-Tuning, Multi-Agent Orchestration & Memory Management

**LLM Engineering:** LLM APIs, Function/Tool Calling, Streaming, Evaluation, LLM-as-a-Judge, LangSmith, AI Safety & Guardrails, Prompt Caching

**AI Agent Optimization:** Tested and reviewed agent call recordings and transcripts to identify failure cases, refine prompts and pipeline behaviour and reduce response latency.

**Voice AI:** Speech-to-Text (STT), Text-to-Speech (TTS), Voice Agent Pipelines, Intent-Based Call Routing, Latency Optimization, Call Testing, Saudi Dialect Evaluation

**Engineering & Automation:** Python, JavaScript, FastAPI, Docker, n8n, REST APIs, Git

**Data & BI:** SQL, MySQL, Power BI

**Business:** Problem Solving, Communication, Client Discovery, Stakeholder Management, Teamwork

## PROFESSIONAL EXPERIENCE

**BTC Networks | AI Engineer** Feb 2026 – Present

*Jeddah, Saudi Arabia*

- Built a bilingual (Arabic/English) AI Help Desk voice agent that answers employee IT-support questions and auto-logs every call as a structured ticket, recovering ~65% of the support team's time.
- Designing an internal AI-powered platform that helps project managers plan and manage network rollout projects, reducing manual planning work.

**Taif Municipality Trainee, Digital Transformation Agency** Jun 2024 – Aug 2024

*Saudi Arabia*

- Managed user accounts/access via Active Directory and Office 365; set up virtual servers with Hyper-V, gaining hands-on cloud and networking exposure.
- Built a KNN machine learning model to detect fraud in online payment transactions as part of a data analysis project.
- Developed interactive Power BI dashboards to monitor system and operational performance.

## EDUCATION

**Taif University — Bachelor of Computer Engineering** Aug 2020 – Jun 2025

GPA: 3.75 / 4.0 (First Class Honor)

## PROJECTS

**AI Voice Agent — Dental & Cosmetic Clinics**

*Freelance*

- Built a bilingual (Arabic/English) voice agent that handles patient inquiries and appointment requests around the clock, reducing missed calls and front-desk workload.

**3aqarFlow — Real Estate Customer Automation**

*Freelance*

- Automated lead intake, qualification, and follow-up scheduling for real estate offices, cutting manual data entry and response time.

**RAG Financial Reports Assistant**

*Freelance*

- Built an AI assistant that answers employee questions strictly from internal financial reports, saving time otherwise spent manually searching documents.

**AI Call Routing & FAQ Agent — Company Main Phone Line**

- Built an LLM agent (LangGraph orchestration, RAG knowledge base, LiveKit telephony integration) that answers general company inquiries and routes callers to the right department automatically, reaching 100% accuracy on an internal routing evaluation and cutting manual call handling.

## CERTIFICATES & AWARDS

Deep Agents | LangChain Academy (Sep 2026)

Saudi Council of Engineers (SCE) (Feb 2026)

AI Agent Foundations | Oracle (Oct 2025)

ITIL 4 Professional Certificate (Nov 2025)

1st Place | Graduation Projects Competition, Taif University (Jun 2025)

Top 30 Projects |Athka Competition by SDAIA (Mar 2025)

Review Paper Published “Integration of Digital Twin Technology and AI,” IJACSA (Apr 2025)

## LANGUAGES

Arabic: Native | English: Professional Working Proficiency