

Samiha El Mansouri

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SUMMARY

Generative AI Engineer with hands-on experience building and deploying production-grade AI applications. Experienced in developing customer-facing AI assistants and automated LLM-powered systems, with a strong focus on evaluation, reliability, and measurable business impact. At Ominimo Insurance, played a leading role in building Generative AI applications handling close to 10,000 customer interactions per month, of which roughly 80% are resolved without human intervention.

EXPERIENCE

Data Scientist I – Generative AI

Ominimo Insurance

July 2025 – August 2026, Remote, Netherlands

- **Customer-facing AI assistant (Netherlands):** Built and iterated on a production GenAI assistant handling ~8,000 customer interactions per month, achieving an 83% end-to-end resolution rate across customer questions and automated tasks, with 80% positive customer feedback.
- **Automated email handling system (Netherlands):** Built and iterated on an AI-powered email automation system processing ~2,000 customer emails per month, achieving a 70% end-to-end resolution rate, with 30% of cases escalated to human agents. AI responses were generated in ~4 seconds, with 95% of resolved emails completed within the 24-hour SLA.
- **GenAI observability & performance:** Designed and maintained a GenAI observability dashboard for the Netherlands, tracking key business and operational KPIs including automation rate, intent accuracy, escalation rate, end-to-end resolution, and response time, enabling the team to monitor production performance and identify opportunities for improvement.

Data Science Intern

4D Software Morocco

February 2025 – May 2025, On-site, Morocco

- Developed a GenAI-powered chatbot answering clients' technical issues, improving support efficiency and reducing the need for human intervention.
- Designed a RAG pipeline with an agent and integrated Weave to evaluate model performance in production, achieving 98% accuracy in context-based responses.

Data Science Intern

3D Smart Factory

July 2024 – October 2024, Remote, Morocco

- Developed an intelligent recruitment system using large language models (LLMs) and ML algorithms to match candidates with job descriptions, improving recruitment efficiency by 35% and reducing hiring timelines by 50%.

Data Engineering Intern

BroccoliData

July 2024 – October 2024, Remote, Morocco

- Analysed food dependency and food security indicators in Morocco within a containerised development environment.
- Used dbt to transform data in DuckDB, enhancing data management processes and enabling actionable insights for project stakeholders.

Data Engineering Intern

Department of Computer Science, ENSAH

July 2023 – September 2023, Remote, Morocco

- Developed a document analysis and storage solution using HDFS and HBase, achieving a 30% improvement in data retrieval, 40% faster queries and 25% faster metadata processing.

EDUCATION

Engineering Degree, Data Engineering & Data Science

National School of Applied Sciences • Morocco • 2020 - 2025

SKILLS

Generative AI: RAG pipelines, custom agent orchestration, prompt engineering, LLM evaluation, intent classification, guardrails

LLM & Retrieval Stack: OpenAI API, LangChain, ChromaDB, vector embeddings, document ingestion (pdfplumber)

Observability & Evaluation: W&B Weave, Sentry, production KPI dashboards (resolution, escalation, latency)

Backend & Data Stores: Python, FastAPI, Pydantic, Uvicorn, MongoDB, Redis, MinIO, SQL, pandas

Data Engineering: Apache Airflow, PySpark, dbt, DuckDB, HDFS, HBase

Cloud & Deployment: Azure, Docker, CI/CD, Streamlit, Hugging Face, Power BI