

MAHMOUD DIAB

Software Engineering Manager | Digital Transformation | AI & Automation Architect

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PROFESSIONAL SUMMARY

Innovative Software Engineering Manager with 10+ years of experience specializing in AI automation, software architecture, and digital transformation. Proven track record of leading cross-functional teams to deliver scalable solutions using Agile and DevOps. Expert in bridging the gap between technical execution and business strategy.

TECHNICAL SKILLS

- **Leadership:** Agile/Scrum, ITIL, TOGAF Enterprise Architecture, KPI Reporting, Budget Management.
- **AI & Automation:** Generative AI (GPT-4), LLM Fine-tuning, RPA (UiPath, BluePrism), OCR, NestJS.
- **Cloud & DevOps:** Azure, AWS, Docker, Kubernetes, CI/CD, Linux (Ubuntu).
- **Software Development:** Node.js, Python (Frappe), Java (Spring Boot), C, .NET Core.
- **Data & Integration:** Salesforce, SAP, SQL, PostgreSQL, MariaDB, Redis, REST/SOAP APIs.

PROFESSIONAL EXPERIENCE

Digital Transformation Manager | Prodigy | *Oct 2023 – Present*

- **AI Automation Leadership:** Spearheaded a multi-national team to build an AI-driven Invoice Extraction solution using **NestJS and OCR**, automating the processing of thousands of invoices monthly.
- **Salesforce Optimization:** Managed the full Salesforce development lifecycle, implementing new workflows that increased team productivity by 30% through improved KPI tracking and coaching.

- **Technical Strategy:** Designed and integrated an **EDI Solution** between SAP and Salesforce to synchronize PO and Billing data, reducing manual data entry errors by 95%.

Software Manager | Madkour | *Nov 2022 – Oct 2023*

- **Agile Transformation:** Transitioned the organization to Agile/Scrum, managing a team of 10 and overseeing a multi-million-euro software budget.
- **System Architecture:** Engineered a **Smart Meter Management System** (250k meter capacity) using Python/Frappe and Azure, integrating Power BI for real-time executive reporting.
- **DevOps Deployment:** Led the Dockerization and Azure migration of all software services, achieving 99.9% uptime through advanced health-check alerts.

Lead Architect | Unitek | *Aug 2021 – July 2022*

- **Revenue Growth:** Built a **\$20M automation sales pipeline** and delivered 5 major BAU designs, resulting in savings of over 50 Full-Time Equivalents (FTE) for clients.
- **AWS Migration:** Architected and deployed scalable automation services on AWS, ensuring 90% accuracy across 20+ qualified business processes.
- **Proof of Value:** Developed POCs and POVs for high-value clients, integrating **Xero ERP and Box** via Node.js and AWS Textract.

Innovation & Solution Design Supervisor | Vodafone Group (VOIS) | *July 2020 – Aug 2021*

- **Cloud Infrastructure:** Orchestrated the migration of **UiPath Orchestrator** to AWS with auto-scaling enabled, supporting global operations.
- **Business Transformation:** Evaluated 100+ manual business processes for the UK and Germany markets, transforming them into digital workflows with a projected 5-year saving of 20 FTE.
- **Product Development:** Designed a custom R&D automation tool using **Node-Red and OpenCV** to replace expensive third-party RPA tools.

Senior Robotics Processing Engineer | Vodafone Group | *Aug 2017 – Jan 2020*

- **Global Delivery:** Managed service continuity across Vodafone centers in the UK, India, Romania, and Egypt, maintaining 100% KPI compliance.
- **Technical Development:** Developed bill validation bots using BluePrism for Vodafone India, processing millions of transactions with zero downtime.

EDUCATION

- **Bachelor of Electrical Engineering** | University of the District of Columbia (USA Equivalent)
- **Bachelor of Electrical Engineering** | Modern Academy for Engineering and Technology, Egypt

CERTIFICATIONS & AWARDS

- **Winner:** NASA Space Apps Challenge Global Competition
- **Certifications:** TOGAF Enterprise Architecture, ISTQB Foundation, ITIL Foundation, Agile Foundation, UiPath Advanced Developer.
- **Continuous Learning:** Elasticsearch Essential, Docker DevOps, Process Mining (Celonis).

Skills

- **Tools:** Confluence, Documentation, Excel, Jira, One Note, Outlook, Outlook, Power BI, Power Point, Word.
- **Management:** Agile Kanban, Agile Methodologies, Agile Scrum, Agility, anagement experience, Backlogs, Digital Transformation, Distributed teams, High performing teams, ISTQB Software Testing, ITIL, ITIL Foundation Certificate in IT Service Management, Leading a team, Management experience, Management skills, Managing the processes, Mentorship, Progress Reporting, Project Governance, Project Planning, Project Stakeholders, Release Management, Reporting, Resource Management, SDLC, Software Development Management, TOGAF Enterprise Architecture.
- **Technical:** Agile Project Management, AI, AI Automation, Amazon Web Services (AWS) , AngularJS, API Integration, Appmixer, Architectural Patterns, Arduino, Artificial Intelligence, Atmel Microcontroller, AWS Blob, Azure, Azure Blob, Azure Services, Best practices, Blueprism, BPI, Build and maintain, C, Computer Science, DevOps, Digitization, Docker, Docker Devops, Elasticsearch, Embedded C, ESP, Finetuning, Generative AI, GIT, Github, GPT 4, Ignition SCADA, Information Technology, IOT, Java Android, Java EE, JSON, MariaDB, Microservices, NestJS, . Net Core, . Net MVC, Next ERP, NodeJS, Node- red, PHP, PIC Microcontroller, Power Automate, Problem- solving skills, Python Frappe, Raspberry Pi, ReactJS, ReactNative, Research And Development, Rest API, Rest APIs, RPA, Salesforce, SAP, Soap APIs, Software Architecture, Software Engineering, Spring Boot, SQL, SVN, Technical knowledge, Technical Report, Technical solutions, UiPath, VBA, Vtiger, WooCommerce, Wordpress, Xero.
- **Soft skills:** Communication skills, Critical Thinking, Leading meetings, Multitasking, Ownership, Presentations, Quantification.