

Majed Alandajani

AI Automation Engineer | Multi-Agent Systems, LLM Tool-Calling and Workflow Automation

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PROFESSIONAL SUMMARY

AI Automation Engineer and Solutions Architect. Architected and shipped ARA Brain, a multi-agent AI travel platform now in production: 6 specialized agents, an 11-tool router governed by an anti-hallucination validator, Circuit Breaker resilience, and 15 async background workers across 60,000+ lines of Python. Builds AI agents that integrate with real business operations, not just demos. Computer Science graduate, King Abdulaziz University (GPA 4.18/5).

CORE SKILLS

- Anthropic Claude API, Multi-agent Systems, Tool-calling Architectures, Webhook Design
- Python, FastAPI, Pydantic, Asyncio, Async Workers, Circuit Breaker Pattern, PostgreSQL + RLS
- Power Automate, GitHub Actions, Playwright, Selenium
- Microsoft Graph, Twilio, Meta WhatsApp Business, Supabase, Render, Sentry

PROFESSIONAL EXPERIENCE

Fractional CTO and Technical Advisor (Part-time)

LAMAS Management Consulting, Saudi Arabia | 2026 - Present

- Own the full Microsoft 365 environment: user provisioning, license optimization, security policies, and mailbox governance
- Provide strategic technical advisory on tooling, vendor selection, and technology roadmap decisions

Solutions Architect and AI Automation Engineer

ARA Travel, Jeddah, Saudi Arabia | Jun 2024 - Present

- Architected ARA Brain, a 6-agent AI system now in production: ingests customer inquiries via WhatsApp and email, routes them through specialized agents (Concierge, Email, WhatsApp, Contract, Operations, Staff Review), generates travel itineraries using Claude Sonnet with tool-calling, and handles end-to-end quote dispatch with human-in-the-loop approval for high-value quotes
- Migrated from template-based responses to a Sonnet-with-tools architecture with an 11-tool router (search, distance-matrix calculations, availability check, finalize) governed by an anti-hallucination validator that rejects any item lacking a traceable source
- Engineered Circuit Breaker pattern with state-machine recovery for AI gateway resilience, alongside 15 async background workers (asyncio.gather with graceful SIGTERM shutdown)
- Implemented price-tier gating (preliminary / firm / locked) governed by formal contracts spanning 22 enumerated requirements
- Implemented signed-webhook verification and replay protection across payment integrations
- Designed a layered security model separating backend service credentials from client surfaces, with gated rollout
- Platform scale: a 60,000+ line Python codebase with 21 integrated services, in production

Data Analyst (CRM Architect in practice)

Najeeb Alissa Holding, Suzuki Auto, Saudi Arabia | 2024

- Designed a 3-stage CRM transformation for a Suzuki dealership, moving the lead lifecycle from manual email forwarding to an end-to-end automated lead pipeline with classification logic spanning six departments
- Architected an automated pipeline with a Hot/Warm/Cold/Lost classification algorithm (80-100% / 50-70% / 20-40% / 0-10% purchase probability)
- Spanned six departments (Telesales, Aftersales, Test Drive, Marketing, Fleet, Call Center), each with defined data contracts and automated transitions

Event Operations and Systems Lead

Dakar Rally, NEOM Future, World Tourism Day, Noor Riyadh, SVC | 2022 - 2023

- Built Google Sheets-based team management dashboards and survey systems that ran alongside live event coordination

E-commerce and Web Lead

Wethaq International Trade | 2022

- Built and ran the e-commerce stack, managed marketing department operations, designed marketing plans, trained and developed employees, and oversaw logistics operations

Freelance Web and App Designer

Independent | 2021

- HTML/CSS website design and application UI design for client projects

SELECTED PROJECTS

Etimad Tender Monitor (Live)

A serverless system that monitors Saudi Arabia's official tenders portal (tenders.etimad.sa), filters tourism-relevant tenders by category (1701, 1702, 1704), and emails the team weekly with new opportunities. Runs entirely on GitHub Actions with no infrastructure of its own, using headless Playwright automation and JSON state persistence with a stash/rebase Git workflow

EDUCATION

Bachelor of Computer Science, King Abdulaziz University, 2021

GPA 4.18 / 5.0 (Very Good)

- 1st Place, Graduation Project Competition (CarPark Application)
- Certificate of Excellence, Academic Year 2020-2021
- Certificate of Excellence, Academic Year 2021-2022

CERTIFICATIONS AND TRAINING

Google Data Analytics Certificate; SDA Data Analytics; Coursera: Data Visualization (Python); Coursera: Pandas for Data Analysis; Data Science Foundations; Introduction to AI; Digital Forensics Investigation; Develop Technical Skills; Supervisor Essentials; English Language (80 hrs)

VOLUNTEERING

- Volunteer, Ministry of Communications Digital Giving Initiative
- Volunteer, AlBer Society Jeddah