

HADI VALIPOUR

Senior AI and Engineering Leader

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EXECUTIVE PROFILE

Senior AI and Engineering leader delivering production-ready GenAI and machine learning solutions in regulated, high-impact environments. Proven people manager leading multi-disciplinary teams across the full AI lifecycle, from strategy and data to deployment and monitoring. Trusted partner to product, engineering, legal, and executive stakeholders, with a strong focus on responsible AI, privacy, safety, and explainability. Hands-on technical leader with deep expertise in GenAI, LLM-based systems, agentic workflows, and MLOps, translating innovation into measurable outcomes at scale.

CORE STRENGTHS

- **Leadership & strategy** – Turn AI ambition into an org-wide roadmap. Pilot, scale, and reduce tech debt with smarter workflows.
- **People leadership** – Hire and coach EMs & senior ICs. Build psychological safety, curiosity and continuous learning.
- **Enablement & adoption** – Deploy LLM/agentic tools and patterns. Set standards and guardrails. Run champions and town halls.
- **Responsible AI & governance** – Embed data, compliance and ethics. Red-team risks. Ship audit-ready guardrails.
- **Collaboration & influence** – Align with Security, SRE and Architecture on design, governance and tooling. Lead forums and office hours.
- **Metrics & continuous improvement** – Build adoption/impact dashboards. Track outcomes. Quantify toil, velocity and resilience.
- **Technical depth** – LLMs (RAG, prompts, eval harnesses, LangGraph), ranking/embeddings. Model CI/CD and drift/health SLOs.

EXPERIENCE

• **Manager, Data Science and AI | *Mable* (Part of *Attain Healthtech*), Melbourne** *May 2022 – Now (3 yrs 8 mos)*

Mable is a marketplace connecting people with care and support.

- Built and led a multi-disciplinary AI team (Sr Data Scientists, Principal MLE, Sr Analyst) delivering AI-assisted tooling and intelligent workflows across multiple brands in *Attain Healthtech* (Mable, HomeMade, LeapIn!, attain ai, Mable Direct). Reported to CAO.
- Owned roadmap and delivery for activation, search & matching/ranking, personalisation, retention, fulfilment, moderation, automation, safety and productivity. Partnered with Product, Engineering, Design, Legal, and Brand.
- Lead AI roadmap steering with CEO/CTO/CAO and senior leaders (monthly). Run regular exec briefings, resolving vendor conflicts.
- Shipped agentic assistants (customer assistance, provider assistance, and email triage & actioning) with grounded prompting, guardrails, evaluation harnesses, integration with all required subsystems, and safety/ethics checks.
Impact: customer assistant ~80% helpfulness on meaningful conversations. Directional uplift in sign-ups and job posts when engaged. Email automation reduced effort (ratio: 1 FTE day to ~2 hours), with an accuracy rate of ~85% in triage.
- Established MLOps standards: CI/CD for models, canarying, drift/health monitoring, and model review gates. Codified experimentation (A/B/n, variance reduction, guardrails for latency/fairness/abuse).
Impact: MTTR -25% via incident playbook, RACI, issue triage. Response SLAs are met for customer-facing AI and real-time services.
- Drove adoption via reading groups, ideation sessions, lunch-and-learns, peer knowledge sharing, champion network and office hours.
- Instituted AI use-case risk & discovery frameworks, HITL reviews (live & post), content review workflows, privacy reviews with Legal, incident playbook & escalation, and input/output guardrails. Ensured models' compliance with general and healthcare regulations (GDPR, NDIS, etc). Red-teaming: enabled SMEs to test customer-facing agents. Added 10+ new guardrails, updated disclaimers and privacy/service terms.
- Tech: Python, PySpark/Spark, Databricks, MLflow, SQL, LLMs (RAG, LangGraph), microservices/APIs, observability, AWS, GCP.

• **Director of Engineering and Data Science | *Ostadkar*, Tehran, Iran** *Jul 2019 – March 2022 (2 yrs 9 mos)*

Ostadkar is a two-sided marketplace for home services in Iran.

- Rebuilt Engineering (Backend, Frontend, Infra/DevOps) and DS/Analytics. Set operating model, OKRs and career frameworks. Instituted code review, tests, and reliability practices. Led up to 8 direct reports; 30 engineers/data scientists overall. Reported to CTO.
- Led a monolith to microservices migration. Delivered a new reference design for service comms. Improved HA, API versioning and rollouts.
- Launched AI/ML programmes for pricing/take-rate, retention/churn, recommendations, forecasting, fraud, CLV and sentiment.
- **Impact:** lead time -25% (leaner delivery, CI/CD, testing, purpose-aligned team structures, clear delegations). MTTR ~-50% (incident playbook, RACI, triage, automated tests). Take-rate +6→10 pp | Fulfilment +20% | Provider churn ~-30% | Lower marketing cost via high-value service promotion.
- People: Hired 5 BE, 3 FE, 2 DevOps, 3 DS, 1 DA. Uplifted two engineers to Tech Leads, one DS to Data Lead.
- Budget: owned programme budget of ~€2M.

• **Engineering and Data Science Lead | *SIB Team*, Tehran, Iran** *Dec 2013 – Jul 2019 (5 yrs 8 mos)*

SIB Team is an Enterprise Software Solution Provider for Telecom and Retail.

- Led engineering and data teams (15+ combined). Implemented Agile. Owned cross-system API/integration architecture.
- Delivered service-delivery platform (~1M daily transactions) and ML systems for retention, recommendations, forecasting, and sentiment.
- **Impact:** bundle-suggest success ~+40% | Telecom retention +20 pp via collaborative filtering.

• **Senior Software Engineer / Data Scientist | *ParsLib*, Tehran, Iran** *Feb 2012 – Dec 2013 (1 yrs 11 mos)*

ParsLib is an Integrated Digital Data Management System Provider.

- Built service-delivery & content-pool platforms. Delivered production **NLP & CV** (review sentiment, classification, image labelling).
- Scaled a content platform to ~100K items. Supported both development and infrastructure operations.

• **Earlier Roles and Experiences**

- **Software Engineer | *ParsLib*, 2010-2012 (Part-time)**
- **Visiting Researcher | *Cognitive Robotics Lab*, 2011**
- **Researcher | *Multimedia Processing Lab*, 2009-2011**
- **Software Development Intern | *IranAir*, 2008-2009**

EDUCATION

- **Master's Degree** in Computer Science - Artificial Intelligence | ***Amirkabir University of Technology*, Tehran, Iran** *2009 - 2012*

