

HADI VALIPOUR

Head of Data Science & AI

[in](https://www.linkedin.com/in/valipour) linkedin.com/in/valipour | [C](https://github.com/hadoop) github.com/hadoop | [G](https://scholar.google.com/citations?user=8888888888888888) Google Scholar [ORCID](https://orcid.org/0000-0000-0000-0000) | (+61) 466608919 | valipour.au@gmail.com | Melbourne, VIC

- Led **capacity planning for high-scale marketplace systems (~5,000 daily orders)**
 - Impact
 - Take-rate increased +6–10 percentage points
 - Fulfilment improved +20%
 - Provider churn reduced ~30%
 - Delivery lead time reduced ~25%
- **Engineering and Data Science Lead | SIB Team, 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, 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)**
 - **Researcher | Multimedia Processing Lab, 2009-2011**
 - **Visiting Researcher | Cognitive Robotics Lab, 2011**
 - **Software Development Intern | IranAir, 2008-2009**

EDUCATION

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

TECHNICAL TOOLBOX

- **LLMs & GenAI:** Agentic assistants, prompt engineering, RAG design & evaluation, fine-tuning, human+auto eval harnesses, LangGraph.
- **Ranking & Personalisation:** Representation learning, supervised contrastive learning, learning-to-rank, embeddings, offline/online eval.
- **Experimentation:** A/B/n design & analysis, CUPED/variance reduction, guardrails (latency/fairness/abuse), telemetry-driven iteration.
- **Architecture & Platforms:** Microservices & APIs (REST/gRPC/GraphQL), feature stores, online/offline evaluation, data contracts.
- **MLOps & Reliability:** CI/CD for models, canarying, shadow traffic, drift/health monitoring, SLOs, incident playbooks, observability.
- **Governance & Responsible AI:** Privacy/risk controls, model reviews, safety/ethics checks, red-team and failure-mode analyses.
- **Cloud & Tooling:** Python, SQL, PySpark/Spark, Databricks, MLflow, AWS/GCP (transferable to Azure).

SELECTED AI-RELATED PROJECTS & INITIATIVES

- **Agentic AI System for Workflow Automation | Attain Healthtech Companies** 2025
 - **Problem:** Plan managers can manage only a limited number of clients in Attain Healthtech, which is a barrier to scaling.
 - **Solution:** A Gen AI agentic system integrated with all subsystems that can triage emails, generate responses and take action.
- **Gen AI Agentic System for Customer Assistance | Mable** 2024-2025
 - **Problem:** Customers face challenges navigating Mable's platform and efficiently finding suitable services.
 - **Solution:** A Gen AI agentic system provides personalised, conversational assistance to guide customers through their journey.
- **AI-Based Shift Notes Moderation | Attain Healthtech Companies | 🏆 Finalist in Australian AI Award 2025** 2023-2024
 - **Problem:** Manual review of hundreds of daily shift notes for customer welfare is unscalable as the customer base grows.
 - **Solution:** A custom Large Language Model trained with clinical expertise to automatically review notes and flag potential issues at scale.
- **Client Churn Reduction with Proactive Intervention and Explanation | Mable** 2024
 - **Problem:** High client churn rates across key segments, resulting in reduced overall retention and lifetime value.
 - **Solution:** Utilised deep multivariate time series classification to predict churn and a proactive intervention process for at-risk clients.
- **Job-Provider Matching Optimisation | Mable** 2022-2023
 - **Problem:** Low accuracy in predicting successful job-provider matches, impacting platform efficiency and user satisfaction.
 - **Solution:** Developed a contrastive model for matching success prediction by learning representations of job-provider interactions.
- **Adaptive Pricing and Revenue Forecasting Model | Ostadkar** 2021
 - **Problem:** Suboptimal revenue share (take rate) in a competitive marketplace environment.
 - **Solution:** Built an adaptive pricing model using predictive analytics to select the revenue model and adjust the pricing dynamically.
- **Intelligent Ticketing System with Predictive Allocation | Ostadkar** 2021
 - **Problem:** Inefficient service fulfilment process, leading to a high rate of unfulfilled service requests.
 - **Solution:** Developed an intelligent ticket generation system powered by predictive algorithms to optimise resource allocation.
- **AI-Based High-Value Service Promotion Model | Ostadkar** 2020
 - **Problem:** Inefficient marketing costs due to untargeted promotional strategies for services.
 - **Solution:** Applied a Markov model to identify high-value services and optimise promotion targeting strategies.

HADI VALIPOUR

Head of Data Science & AI

[in](https://www.linkedin.com/in/valipour) linkedin.com/in/valipour | github.com/hadoov | [g](https://scholar.google.com/citations?user=8) Google Scholar [🔗](#) | (+61) 466608919 | valipour.au@gmail.com | Melbourne, VIC

- **Probabilistic Model for Provider Income Optimisation | Ostadkar** 2019
 - Problem: Low retention of full-time providers with minimal weekly income.
 - Solution: Developed a probabilistic dispatching model to optimise job allocation and income generation for providers.
- **Association Rule Mining for Product Bundle Recommendation | SIB Team** 2017
 - Problem: Low success rate of product bundle suggestions in the retail system.
 - Solution: Implemented association rule mining to improve the relevance of product bundle recommendations.
- **Service Purchase Retention Model Using Collaborative Filtering | SIB Team** 2015
 - Problem: Low retention rate for telecom service purchases over an extended period.
 - Solution: Built a service suggestion model using collaborative filtering to recommend personalised services to customers.

SELECTED PUBLICATIONS - [🔗 Google Scholar](#)

- *A Brief Survey of Software Architecture Concepts and Service-Oriented Architecture* | in IEEE ICCSIT, 2009.
- *Enhanced Job Exposure with Supervised Contrastive Person-Job Fit Matching in Two-sided Marketplaces* | in progress for AAAI'26.
- *Customer Churn Prediction Using Supervised Contrastive Learning and Representation Trajectory Tracking* | in progress for AAAI'26.
- *GHRs: Graph-based Hybrid Recommendation System* | Expert Systems with Applications, 2022.
- *Optimization of Emotional Learning Approach to Control Systems with Unstable Equilibrium* | LNAI, 2015. 🌟 **Outstanding Paper (SNPD 2014)**
- *Digital Modulation Recognition Based on GMM Supervector SVM* | in 17th CSI Annual Conference, 2012. 🌟 **Best Paper**

AWARDS & MEMBERSHIPS

- **Finalist** - Australian AI Award 2025 for *AI-Based Moderation Services in Attain Healthtech*
- **Outstanding Paper** - *IEEE/ACIS SNPD 2014*; **Best Paper** - *CSI 2012*.
- **Honourable Mention (twice)** - *ICPC ACM Asia Regional Programming Contest, 2005 and 2006*.
- **Reviewer**: *Engineering Applications of AI (Elsevier)*, *Scientific Reports (Nature)*, *IEEE JBHI*, and multiple conferences.