

HADI VALIPOUR

Head of AI and Data Science

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Executive Profile

Hands-on AI and Data Science leader operating at the frontier of applied AI - designing and building production-grade agentic systems, LLM architectures, and evaluation frameworks that are safe, reliable, and scalable. Currently a Senior Manager at Mable (Attain Healthtech), where I retain direct architectural ownership of AI systems: from agent orchestration patterns and context management strategies through to evaluation methodology, modelling decisions, and algorithmic design. I combine practitioner depth (agentic AI, RAG, deep learning, time-series models) with the leadership capability to guide high-performing data science teams toward measurable customer and business outcomes. Experienced partnering with executive stakeholders across complex, regulated-adjacent environments on AI strategy, safety governance, and long-term roadmap prioritisation.

Core Strengths

Agentic AI Architecture & LLM Systems · Hands-on design of agent-based systems: orchestration patterns, prompting strategies, context management, RAG pipelines, and agent reasoning architecture

AI Evaluation Methodology · Design evaluation frameworks for LLM and agentic systems - automated + human eval harnesses, online A/B/n experimentation (CUPED, ICE), offline metrics, safety and fairness guardrails

Production AI & MLOps · CI/CD for models, canarying, shadow traffic, drift and performance monitoring, observability, incident playbooks - delivering reliable real-time AI systems at platform scale

AI Strategy & Roadmap Ownership · Portfolio prioritisation, executive stakeholder engagement (CEO, CTO, CPO, CFO, CAO), investment decisions, and cross-functional delivery alignment

Team Leadership & Org Design · Build and scale multidisciplinary AI/DS teams through defining structure, hiring plans, operating models, and capability development roadmaps

Responsible AI & Safety Governance · Risk classification frameworks, human-in-the-loop systems, safety guardrails, red-team and failure-mode analyses, model review standards, compliance processes

Platform Data Science & Experimentation · Matching/ranking, personalisation, churn prediction, representation learning, and experimentation at system and product scale

Experience

Senior Manager, Data Science & AI · Mable (Attain Healthtech), Melbourne

Jan 2026 – Present

Mable is a care marketplace. Player-coach model: I retain hands-on ownership of AI system architecture, modelling, algorithms, and evaluation alongside strategic leadership.

- **Architect agentic AI systems** end-to-end: define orchestration patterns, agent reasoning architecture, tool-use strategies, context management, and prompt engineering for production deployments
- **Own evaluation methodology** for LLM and agentic systems - designing automated + human eval harnesses, defining helpfulness and safety metrics, and driving continuous improvement through online A/B experimentation
- Lead a multidisciplinary AI and data team (6 total, 3 direct reports) across all Attain Healthtech brands, delivering production AI systems at scale
- Own AI governance, risk classification, evaluation standards, and compliance processes across the organisation
- Partner with executive leadership (CPO, CFO, CTO, CAO) to shape AI investment decisions, portfolio prioritisation, and long-term platform strategy
- Drive organisational design and team expansion: capability gap analysis, hiring plans, and structure evolution
- Establish best practices across experimentation, MLOps, and responsible AI, enabling scalable and consistent delivery

Manager, Data Science & AI · Mable (Attain Healthtech), Melbourne

May 2022 – Dec 2025 (3 yrs 8 mos)

- **Hands-on architectural design and delivery** of production AI systems across matching/ranking, personalisation, retention, agentic customer assistance, and workflow automation
- Designed and implemented **Gen AI agentic system** for customer assistance - including orchestration architecture, RAG pipeline, evaluation framework, and safety guardrails (see Projects)
- Led **custom LLM fine-tuning and evaluation** for AI-based shift notes moderation at clinical scale - Finalist, Australian AI Award 2025
- Developed **contrastive representation learning** model for job-provider matching; deep multivariate time-series

model for churn prediction

- Designed **experimentation and evaluation frameworks** across matching, ranking, and churn systems: A/B/n design, guardrails (latency, fairness), online/offline metrics
- Led MLOps and platform capability: CI/CD pipelines, drift and performance monitoring, observability, incident playbooks, and model governance review frameworks
- Optimised latency, throughput, and cost across real-time AI systems on Databricks and GCP
- Partner with executive stakeholders (CPO, CTO, CAO) on roadmap, investment, and delivery

Director of Engineering & Data Science · *Ostadkar, Iran*

Jul 2019 – Mar 2022 (2 yrs 9 mos)

Ostadkar is a two-sided marketplace for home services. Built and led Engineering, Data Science, and Analytics org (30+ team, 8 direct reports).

- Owned end-to-end AI/ML system architecture: adaptive pricing models, recommendation systems, churn and fulfilment prediction, and intelligent ticket allocation
- Designed and implemented experimentation frameworks for dynamic pricing, revenue optimisation, and retention systems; defined core system and business metrics (CLV, take-rate, fulfilment, churn)
- Led monolith-to-microservices transformation; improved system reliability (MTTR ↓ ~50%), capacity planning for ~5,000 daily orders
- **Impact:** Take-rate +6-10 pp · Fulfilment +20% · Provider churn ↓ ~30% · Lead time ↓ ~25%

Engineering & Data Science Lead · *SIB Team, Iran*

Dec 2013 – Jul 2019 (5 yrs 8 mos)

Enterprise Software Solution Provider for Telecom and Retail. Led combined engineering and data teams (15+).

- Delivered service-delivery platform (~1M daily transactions) and ML systems: collaborative filtering for retention, recommendation, forecasting, and sentiment analysis
- **Impact:** Bundle-suggest success ~+40% · Telecom retention +20 pp via collaborative filtering

Senior Software Engineer / Data Scientist · *ParsLib, Iran*

Feb 2012 – Dec 2013

- Built service-delivery and content-pool platforms; delivered production NLP and CV systems (review sentiment, classification, image labelling); scaled content platform to ~100K items

Earlier: Software Engineer, ParsLib (part-time, 2010–12) · Visiting Researcher, Cognitive Robotics Lab (2011) · Researcher, Multimedia Processing Lab (2009–11) · Software Development Intern, IranAir (2008–09)

Technical Toolbox

LLMs & Agentic AI: Agentic system design (LangGraph, tool use, multi-agent orchestration), prompt & context engineering, RAG design & evaluation, LLM fine-tuning, human+auto eval harnesses, safety guardrails, agent reasoning architecture

ML & Modelling: Representation learning, deep learning, learning-to-rank, time-series analysis, collaborative filtering, probabilistic models, Markov models, Bayesian methods

Experimentation & Evaluation: A/B/n design & analysis, CUPED/variance reduction, online/offline evaluation, guardrails (latency, fairness, abuse), telemetry-driven iteration

MLOps & Reliability: CI/CD for models, canarying, shadow traffic, drift/health monitoring, SLOs, incident playbooks, observability, model lifecycle management

Architecture & Platforms: Microservices & APIs, MCP, feature stores, data contracts, event-driven systems

Governance & Responsible AI: Risk frameworks, red-team and failure-mode analyses, privacy/safety controls, model review standards, compliance processes

Cloud & Tooling: Python, SQL, PySpark/Spark, Databricks, MLflow, AWS/GCP (transferable to Azure)

Selected AI Projects & Initiatives

Agentic AI System for Workflow Automation | *Attain Healthtech*

2025

- **Problem:** Plan managers can manage only a limited number of clients - a barrier to scaling
- **Solution:** Designed and built a Gen AI agentic system integrated with all subsystems, capable of triaging emails, generating responses, and executing actions autonomously and safely

Gen AI Agentic System for Customer Assistance | *Mable*

2024–2025

- **Problem:** Customers face challenges navigating the platform and finding suitable services efficiently
- **Solution:** Architected and delivered a Gen AI agentic system providing personalised, conversational assistance - including orchestration design, RAG pipeline, evaluation harness, and safety guardrails

AI-Based Shift Notes Moderation ★ Finalist, Australian AI Award 2025 | *Attain Healthtech*

2023–2024

- **Problem:** Manual review of hundreds of daily shift notes for customer welfare is unscalable
- **Solution:** Fine-tuned and evaluated a custom LLM with clinical expertise to automatically review notes and flag potential welfare issues at scale

- Client Churn Reduction with Proactive Intervention** | *Mable* 2024
- **Solution:** Deep multivariate time-series classification model for churn prediction; proactive intervention pipeline for at-risk clients
- Job-Provider Matching Optimisation** | *Mable* 2022–2023
- **Solution:** Contrastive representation learning model predicting successful job-provider matches; improved platform efficiency and user satisfaction
- Adaptive Pricing & Revenue Forecasting Model** | *Ostadkar* 2021
- **Solution:** Adaptive pricing model using predictive analytics to dynamically select revenue model and adjust pricing; take-rate +6–10 pp
- Intelligent Ticketing System with Predictive Allocation** | *Ostadkar* 2021
- **Solution:** Intelligent ticket generation system powered by predictive algorithms; fulfilment +20%

Education

Master of Computer Science - Artificial Intelligence 2009 – 2012
Amirkabir University of Technology (Tehran Polytechnic), Tehran, Iran

Selected Publications - Google Scholar

- *Enhanced Job Exposure with Contrastive Person-Job Fit Matching in Job Marketplaces* - in progress, AAAI'27
- *Customer Churn Prediction Using Contrastive Learning and Representation Trajectory* - in progress, AAAI'27
- *GHRIS: Graph-based Hybrid Recommendation System* - Expert Systems with Applications, 2022
- *Optimization of Emotional Learning Approach to Control Systems with Unstable Equilibrium* - LNAI, 2015.
- *A Brief Survey of Software Architecture Concepts and Service-Oriented Architecture* - IEEE ICCSIT, 2009

Awards & Memberships

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