

# MUSTEHSAN FAZAL

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## PROFESSIONAL EXPERIENCE

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### Inora.ai

Maastricht, The Netherlands

Head of AI engineering

Feb 2025 – Present

- ◆ **Architected and deployed a production retrieval-augmented generation (RAG) system from the ground up, now live across 30+ healthcare institutions;** built the company's core pipeline with direct API integrations and no third-party frameworks (e.g. LangChain), establishing the foundational AI technology behind the Inora clinical chatbot
- ◆ **Drove the Inora chatbot to an 8/10 user-satisfaction score, validated by an independent user study;** owned the end-to-end feedback loop, translating customer input into model, retrieval, and product improvements
- ◆ **Designed and productionized agentic workflows and led all AI research & development;** company-built autonomous multi-step agent pipelines and evaluated emerging techniques to set the platform's technical roadmap.
- ◆ **Owned lead acquisition and the full sales pipeline;** sourced and qualified prospects, delivered technical and business-case pitches. Owned the complete pipeline for 3+ leads
- ◆ **Initiated and drove the company's strategic pivot from a healthcare-only chatbot to a horizontal, cross-sector enterprise AI platform;** made the case to expand beyond healthcare into a sector-agnostic assistant that leverages organizational and domain knowledge to support employees across industries. This is now in company-wide implementation, and being implemented in the education sector

### APG

Heerlen, The Netherlands

Senior Survivor's Pension Analyst

Oct 2024 – March 2025

- ◆ **Analyzed and validated hundreds of survivor-benefit claims representing \$2M+in payouts;** Performed detailed actuarial-style and financial calculations to determine beneficiary entitlement for deceased pension holders, drafted the official determination and documentation-request letters, and ensured compliance with internal policy and Dutch legal frameworks
- ◆ **Streamlined benefit-claim workflows, improving processing accuracy and consistency;** designed repeatable systems and process steps that made claim handling faster and more reliable
- ◆ **Authored team-adopted SOPs and mentored the division's junior analysts;** as the senior analyst, standardized claim-handling procedures and brought colleagues up to speed by answering their day-to-day questions and teaching them the workflow

### SABIC

Maastricht, The Netherlands

Sabic Shipping Optimization Project

Mar 2024 – Jul 2024

- ◆ **Cut shipping costs by 21% versus conventional methods by modelling the task as Capacitated Vehicle Routing Problem with Time Windows (CVRPTW);** built a Genetic Algorithm (GA) in python that optimized container-ship routes from a given order list, with built-in continuous re-optimization
- ◆ **Presented the solution and business case to SABIC executives;** delivered results on sample data through an executive slide deck and advised on technical implementation and documentation

### Freelance Software Developer

Heerlen, Netherlands

Software developer and designer

Sept 2018– Present

- ◆ **Delivered full-stack web applications and data tools for a range of clients and as personal projects;** built responsive apps with JavaScript, React and Node.js, and used Python and Java for data analysis and R/Julia for time-series forecasting.

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## EDUCATION

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### Maastricht University – School of Business and Economics

Maastricht, Netherlands

B.Sc. Econometrics and Operations Research, graduating with distinction

Expected April 2027

- ◆ **Thesis:** Comparative Analysis of Market Risk in AI-Driven Tech Stocks vs. Large Value Stocks Using Value at Risk
- ◆ **Semester Abroad:** University of Tirana (Albania) – Finance and computer science focus

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## TECHNICAL SKILLS & LANGUAGES

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- ◆ **Technical skills:** Excel (VBA, Power Query, Think-cell API), R, Julia, Python, SQL, Java, JavaScript, LaTeX, Git and AI proficiency
- ◆ **Languages:** English (Fluent – C2), Dutch (Native), Punjabi (Native), Urdu (conversational), German (intermediate)

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## PERSONAL

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- ◆ **Achievements:** 4<sup>th</sup> place winner in The Next Web conference PWC hackathon (2020); awarded a prize by the Limburg Water Utility (WML) for improving water-purification efficiency on an engineering project (2015)
- ◆ **Sports:** Badminton – regional champion (2012) and ranked 5<sup>th</sup> at national championship (2018); amateur boxing and wrestling; also, padel, squash and golf
- ◆ **Further Interests:** Long-form writing on philosophy, mathematics and personal development on [mustehsanfazal.com](https://mustehsanfazal.com)