

Hoor ul Ain

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Professional Summary

Content Engineer with over two years of experience in context-aware response flows for security-focused conversational AI and NLU training data pipelines with proven track record in usability testing for reliable user interactions. Skilled at translating complex technical and security concepts into clear, user-facing microcopy and documentation.

Education

University of Engineering & Technology Lahore, PK
BS Computer Science (2019-2023)

Key Skills

- Conversational AI Design
- Python Programming
- Prompt Engineering
- Rasa Response Frameworks
- Chatbot UX Writing & Microcopy
- Technical Documentation
- JSON/YAML Configuration
- Usability Validation (Chatbot)
- Cross-Functional Collaboration

Professional Experience

TechnoGenics SMC Pvt. Ltd. Lahore, PK (Hybrid)
Content Engineer | Conversational AI & Cybersecurity (Jul 2024-Present)

Conversational Design: Defined JSON-based response systems within Rasa architecture to guide AI and agentic AI behavior across success, failure, and high-stakes scenarios, ensuring context-aware user interactions across web and mobile platforms.

Training Data Pipeline: Maintained Rasa lookup tables, enriching NLU training data with newly identified cybersecurity entities like malware, ransomware, and more from the knowledge base to improve entity recognition accuracy across security domains.

Experience Engineering: Developed multi-tone conversational styles tailored to diverse user personas by customizing LLM behavior through Modelfile-based configurations of Ollama-hosted models, including Gemma 3, Llama 3, Mistral, and Mixtral.

QA & Documentation: Performed end-to-end usability testing to validate security use cases, action-centric intents, knowledge-base accuracy, and wrote release notes to clearly communicate AI capabilities to stakeholders, sales team, and customers.

Cybersecurity Content: Authored threat briefs and security advisories to contextualize emerging security risks for stakeholders.

Documentation Hub: Built and maintained a structured user manual for an AI-powered security analyst using Node.js, translating complex SOC features into clear, actionable guidance for end users.

School of Interdisciplinary Engineering & Sciences, NUST Islamabad, PK
Research Intern (Dec 2023-Mar 2024)

Predictive Modeling: Implemented supervised machine learning models (Random Forest, LightGBM, XGBoost), neural networks (ANN, MLP), and unsupervised clustering (K-Means), on genomic and chemistry datasets for academic projects. Performed exploratory data analysis, feature engineering, and hyper-parameter tuning, achieving up to 50% improved accuracy.

Academic Writing: Collaborated with doctoral candidates to formulate methodologies and document results for research papers.

Tools & Frameworks: Python Programming, Visual Studio Code, Google Colab, RapidMiner, Microsoft Excel, Microsoft Word.

Relevant Projects

Hybrid Text Recognizer for Urdu & English Text from Natural Scene

Bachelor's Final Year Project (2022-2023)

A mobile application to detect and extract Urdu and English text from images captured via the mobile camera, using deep learning models and Firebase integration. The recognized text can be saved and shared in multiple formats, like PDF or DOC.

- Collaborated with the team to collect, annotate, and preprocess data, and implement deep learning models on the image dataset.
- Authored technical documentation, including methodology, design concepts, implementation details, and results for thesis writing.
- Tools & Frameworks: Python, TensorFlow, OpenCV, EasyOCR, VS Code, Jupyter Notebook, Kaggle, MS Office, and LaTeX.

Pre-Installation Survey for Solar Panels Using Computer Vision

Bootcamp Capstone Project (2023)

- Semantic Segmentation using YOLO-v8 to detect solar panels and obstacles on rooftops with an accuracy of 90% for automating pre-installation survey procedures for Sky-Electric. The dataset consisted of aerial images from various urban areas of Pakistan.
- Tools & Frameworks: YOLOv8, Ultralytics, VS Code, Google Earth Engine (Data Collection), Roboflow (Data Annotation).