

ABDULLAH MASUD

TECHNICAL OPERATIONS, AI QUALITY, AND IT SYSTEMS

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GitHub: <https://github.com/AIMDaAlien> * Hardware: <https://teardown.cafe>
3D Printing: <https://aim3dprints.com>

PROFESSIONAL SUMMARY

Technical operations and quality specialist with experience spanning inventory control, workflow coordination, AI evaluation, software testing, hardware troubleshooting, and small-business fulfillment. Improved service turnaround by 15% through a scheduling and workflow change at NTB and Mavis Tires. Known for organizing complex work, following detailed standards, documenting problems clearly, and carrying technical tasks through resolution. Currently pursuing a B.S. in Information Technology at George Mason University.

CORE COMPETENCIES

Inventory control and receiving, workflow optimization, operations coordination, quality assurance, AI output evaluation, software testing, technical documentation, hardware troubleshooting, vendor coordination, order fulfillment, staff training, process improvement

PROFESSIONAL EXPERIENCE

Assistant Store Manager, NTB and Mavis Tires

Woodbridge, VA, March 2024 to May 2025

- Supported daily store operations including opening and closing procedures, work-order flow, POS activity, service scheduling, and coordination between the front counter and technicians.
- Managed inventory across hundreds of tire and parts SKUs, organized stock by brand and specification, performed physical counts, and corrected discrepancies.
- Received incoming shipments, verified quantities and condition against purchase orders, tracked open parts orders, and worked with vendors to resolve shortages, delays, and defects.
- Adjusted scheduling and staging workflows to reduce service turnaround time by 15% while easing floor-space and inventory bottlenecks.
- Used shop management and ticketing systems to prioritize concurrent work orders, maintain accurate status records, and keep jobs moving through completion.
- Trained incoming associates on inventory organization, POS workflows, service procedures, and safe merchandise handling.

AI Evaluation Specialist, Contract, Prolific, Mindrift, Kili Technology, and Handshake AI

Remote, January 2023 to Present

- Evaluate text, image, audio, and video outputs against detailed project instructions, rubrics, and quality standards.
- Perform preference ranking, pairwise comparison, factuality review, instruction-following assessment, and edge-case identification.
- Write concise rationales for evaluation decisions and escalate ambiguous or out-of-scope examples through defined review channels.
- Adapt to changing guidelines, task types, and platform requirements while maintaining consistent quality across high-volume work.

Owner and Fulfillment Operator, Aim's 3D Print Shoppe

Woodbridge, VA, January 2024 to Present

- Manage customer orders from quote through production, quality inspection, packaging, and delivery while balancing multiple active jobs.
- Track filament by material, color, and remaining weight, monitor consumption, and reorder supplies before production shortages occur.
- Maintain finished-goods, packaging, tool, nozzle, and printer-consumable inventory for a small made-to-order operation.
- Operate and maintain the storefront at <https://aim3dprints.com> and publish products through online marketplaces.

Software Tester, Crowdsource, uTest

Remote, 2024 to Present

- Perform functional, exploratory, smoke, and regression testing across web and mobile applications.
- Report defects with reproducible steps, expected and actual behavior, environment details, severity, and supporting evidence.
- Retest fixes and inspect related workflows for regressions across devices, browsers, and operating systems.

SELECTED PROJECTS

The Penthouse, Multi-Agent AI Orchestration

December 2025 to Present

- Build a privacy-focused social web application through a structured multi-agent workflow covering planning, design, implementation, testing, security review, and documentation.
- Created reusable skill files, handoff documents, acceptance criteria, peer checks, and human approval gates to make AI-assisted work more consistent and reviewable.
- Review generated plans and code for correctness, regressions, scope drift, security concerns, and maintainability before accepting changes.

Self-Directed Hardware and Infrastructure Lab

September 2016 to Present

- Assembled, upgraded, diagnosed, and repaired more than 20 desktop, laptop, server, and single-board computer systems.
- Operate Linux, Docker, Unraid, TrueNAS, ZFS storage, networking, backups, and local AI inference services on personally maintained hardware.
- Publish hardware builds, repairs, and troubleshooting notes at <https://teardown.cafe> and maintain project work at <https://github.com/AIMDaAlien>.

TECHNICAL SKILLS

Operations: inventory receiving, purchase-order verification, cycle counts, SKU organization, vendor coordination, scheduling, ticketing systems, POS workflows, order fulfillment
AI and quality: multimodal evaluation, preference ranking, pairwise comparison, rubric application, factuality review, functional testing, regression testing, defect reporting
Systems: Windows, Linux, Docker, Unraid, TrueNAS, ZFS, basic networking, computer assembly, component diagnostics, SAS, SATA, NVMe
Documentation: technical writing, concise evaluation rationales, runbooks, handoff documents, troubleshooting guides, Markdown, GitHub
Tools: Microsoft Office, shop management systems, Git, Ollama, llama.cpp, MLX, Open WebUI

EDUCATION

Bachelor of Science, Information Technology, George Mason University, Fairfax, VA

In progress, expected May 2028