

M. HADI YAQOOBI

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TECHNICAL SKILLS

AI & Automation Claude API · RAG · machine learning · NLP · model evaluation · prompt engineering · Zapier (iPaaS)
Data & BI SQL/T-SQL · SQL Server · Python (pandas) · ETL · data reconciliation · Power BI · Tableau · Excel/VBA
CRM, Cloud & Integration Salesforce · Azure AD B2C · REST APIs · webhooks · Postman · access controls · ServiceNow
Product & Delivery Requirements elicitation · BRDs/FRDs · user stories · QA/UAT · SDLC · Agile · Azure DevOps

PROFESSIONAL EXPERIENCE

IT Business Systems Manager and Solution Architect

Jul 2025 – Present

Afghanistan Human Rights Center (AHRC)

- Led a five-person team to automate data classification and reporting using the Claude API; the organization advanced to the next selection stage for Claude Corps Cohort 2.
- Reduced weekly board-report preparation from 4+ hours to near zero by building a retrieval-augmented generation (RAG) system that retrieves incident records and uses Claude to generate cited drafts for review and approval.
- Defined the architecture and a four-phase delivery plan for the incident collection and reporting system, translating executive and board requirements into 21 technical specifications and identifying gaps in the existing codebase.
- Selected Azure, Salesforce, Cloudflare, and Every.org based on technical capabilities, integration requirements, and reliability; reduced technology costs by securing vendor credits.
- Enabled online donations with automatic donor and gift record creation by building and deploying an integration using Every.org webhooks and the Salesforce API.
- Improved document collaboration across a distributed team by migrating email and files from Microsoft to Google Workspace.
- Standardized access to incident data across the website, APIs, and exports by defining permissions and field restrictions for public users, partners, and staff.

IT Business Systems Analyst

May 2024 – Jul 2025

Equity Residential

- Coordinated seven teams through a four-phase replacement of the resident login system, managing development priorities, acceptance testing, and release decisions from planning through deployment.
- Defined migration eligibility criteria and verified the transfer of 135,000 eligible accounts to a new authentication system using SQL and end-to-end testing.
- Mitigated account-access risks during the authentication migration by defining rollback criteria, authorizing a rollback after mobile login failures, and validating new iOS and Android apps before approving release.
- Reduced Marketing's pricing-change requests to IT by 40% by delivering self-service controls that let the team manage charge codes and fee displays for each property on the public website.
- Reduced utility-calculation errors by 50% by redesigning the ETL pipeline behind website utility estimates to handle newly acquired properties with less than 12 months of billing history.
- Replaced manual Postman checks with a Python monitor that checks Equity Residential's APIs supplying apartment data to listing vendors three times daily; investigated root causes and coordinated developer fixes.
- Reduced routine questions from business partners by approximately 60% by building an internal knowledge site centralizing SQL queries, QA resources, data definitions, and system documentation.
- Enabled the help desk to resolve routine resident login and fee-display issues independently through troubleshooting guides, FAQs, and post-release staff training.

Sales Consultant

Oct 2021 – Sep 2023

Equity Residential

- Built an Excel VBA tracker to coordinate leasing, renovation progress, and resident relocations during renovation of approximately 250 existing apartments and construction of 215 new units.

IT Business Systems Analyst

Jan 2019 – Aug 2021

Connection Hub

- Led a six-person team of analysts and developers through the software development lifecycle (SDLC), translating business needs into functional specifications and managing backlog priorities, testing, and release readiness.
- Mapped user journeys from application submission through document review and approval, translating workflows into user stories and acceptance criteria to guide development and testing.
- Consolidated operational metrics in Tableau dashboards by cleaning Salesforce exports with Python and pandas.
- Reduced weekly Salesforce import preparation from 4 hours to a few minutes by automating data cleaning, duplicate removal, required-field validation, column mapping, and CSV generation with Python.

EDUCATION

MS in Management Studies · Boston University, Questrom School of Business · Director's Honors List

May 2024

Bachelor's in Aviation Management · Kocaeli University

CERTIFICATIONS

Google: Business Intelligence (2024) · IT Automation with Python (2020)

Harvard CS50: Introduction to Databases with SQL (2024)

Cornell University (eCornell): AI 360; Data Science; Designing and Building AI Solutions; Machine Learning; Natural Language Processing With Python (2026)