

Madrid, relocating to Berlin in October 2026, available full-time · EU citizen, no work permit needed · French and Spanish native, English C1, German A1 (learning)

PROFILE

Automation analyst in Cabify's Operational Excellence team in Spain, with an industrial engineering background. I turn manual operations work into systems that run on their own: n8n agents with Claude, Python and SQL pipelines, small models I train myself, forecasting and internal tools. 26 n8n workflows in production, plus Python services on the team's Mac mini. Case studies with architecture and screenshots at mathieutellene.github.io.

EXPERIENCE

Cabify · OEx Automation Analyst

May 2026 to present

Madrid, hybrid. Two promotions in six months: Customer Operations Trainee (Nov 2025), Operational Excellence Analyst (Mar 2026).

- **AQM · Asset Quality Management.** Capture forms with photo checks and live plate OCR, a 74-node n8n pipeline where a Claude vision model compares each photo with its reference design, one fleet database and a live dashboard. 23,621 photos audited at 97% accuracy against human review, 30 to 60 minutes from photo to verdict. Handed to Product as the basis for a native version.
- **DQM · Driver Quality Management.** Delivery lead for a 0 to 100 score per driver, compared only within its city, fleet type and tenure cohort, with a 28-day memory and a graded escalation ladder. Python and PostgreSQL engine and a 16-screen simulator; part of the Spain block of the company All Hands.
- **COPs Control.** Python and PostgreSQL pipeline on the team's Mac mini that extracts 561 KPIs from 33 processes every morning through the Tableau REST API and Apps Script bridges, judges each against a rolling-median range, forecasts next week and alerts owners in Slack (103 automated tests). Next step: direct warehouse access.
- **ADP and RPA Uploader.** Portal where every change to a vehicle's commercial products becomes a rule with an author, a reason and an expiry (60 rules, 33 products, 104 checks), and a Python and Playwright RPA Uploader that recognises 33 RPA products by their columns, splits large files into parallel parts (60 to 13 minutes) and reports the real result in Slack. About 28 hours a month of manual work removed.
- **AI agents.** WhatsApp ride-booking agent (first fully automated ride in May 2026); email-to-reservation pipeline for a B2B client with two Claude agents and a human-approved create step through the public ride API; CabiBot, the Help Center agent: 11,818 conversations, 86% resolved without a person in its first week.
- **Hybrid vision and LLM cost.** CNN and OCR models trained on 16,000+ labelled photos take the repetitive checks from the LLM: about 80% lower inference cost. Traced 96% of the team's LLM spend to one unfiltered agent tool; the fix made each run 63x cheaper, and prompt caching cut cost per request by 40%.
- **Forecasting.** Prophet grid search (2,160 configurations, 28-day holdout) with 58% lower error than the official support volume forecast; model-based quarterly targets for about 140 KPIs; Erlang C and OR-Tools CP-SAT shift planner for a contact centre.
- Selected as an n8n trainer for the company academy (first session 30 September 2026).

Collins Aerospace · Production and Logistics Engineering Intern

Jul 2025 to Sep 2025

Getafe, Madrid

- Traced over-ordering on a manufacturing cell to ERP discrepancies and recalculated minimum, maximum and reorder points: about 35% lower inventory cost on that cell. Value stream mapping led to a new task sequence and about 15% more output. The site later offered me a full-time position.

EDUCATION

B.Eng. Industrial Organization Engineering

Universidad Rey Juan Carlos, Madrid · 2021 to 2027, thesis pending (expected May 2027) · GPA 7.71/10 with honours

First year of software engineering, Universidad Politécnica de Madrid (2020 to 2021). French baccalaureate, Lycée français de Madrid.

COURSES AND WRITING

Agentic AI, DeepLearning.AI (in progress) · Machine Learning Specialization, DeepLearning.AI and Stanford (2026) · Business for All, Harvard Business School (2024) · Author of The Agent Builder's Field Manual, an 85-page reference (2026)

SKILLS

Automation and AI: n8n, Claude API (tool use, prompt caching), multi-agent pipelines, MCP, Claude Code, LiteLLM, Ollama, Playwright

Data: Python (pandas), SQL and PostgreSQL, Redshift, Tableau and its REST API, Google Apps Script, Looker Studio, Grafana

Modelling: PyTorch, Keras, YOLOv8, EasyOCR, Prophet, LightGBM, SARIMAX, OR-Tools CP-SAT, Erlang C

Operations: process mapping, value stream mapping, KPI design, workforce planning, Git and GitLab CI