



Mathieu Tellene

AI & Business Automation Analyst at Cabify · Industrial Engineer

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French national, EU citizen · Native FR & ESP · English C1 · learning German

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PROFILE

Industrial Engineer working on **AI and automation** at **Cabify** (ride-hailing, 40+ cities). I design, build and run the systems behind the **ESP** operation: **computer-vision pipelines**, **conversational AI agents**, **forecasting models** and document automation. **26 workflows live in production**; **AQM**, **DQM** and the **WhatsApp booking agent** were presented company-wide at the global All Hands. Moving to **Berlin in October 2026**.

EXPERIENCE

AI & Business Automation Analyst

NOV 2025 — PRESENT

Cabify · Madrid, hybrid · Promoted twice in 8 months: Customer Operations Trainee → Operational Excellence Analyst → OEx Automation Analyst

- **AQM — Asset Quality Management.** **n8n + local** A vision pipeline that audits vehicle photographs for livery compliance, damage, cleanliness and plate recognition, from the capture form to the final verdict. **22,000+ images audited at 96% agreement** with human review. I **trained the CNN and OCR models myself on 16,000+ labelled images** and reserved the language model for judgement cases only, which **cut inference cost by around 80%** and kept image data in-house for GDPR. Manual supervision came down to a weekly review.
- **DQM — Driver Quality Management.** **n8n + local** A single 0–100 quality score per driver, assembled from signals that today live in five separate systems with no shared key, plus a forecast so a downward trend is visible before a threshold is crossed, and an escalation ladder so the same score always produces the same action. Currently in delivery.
- **WhatsApp booking agent.** **n8n** Scan a QR, have a conversation, get a car, with no app and no human in the loop. Produced the company's **first fully automated ride**. One agent with Redis session memory over seven isolated tool workflows, so a failing endpoint returns an error into the chat instead of ending it: address resolution, quoting, booking, live tracking, anti-fraud controls and automatic invoicing.
- **B2B — email-to-reservation pipeline.** **n8n** Two documents arrive by email from two different senders; two Claude agents cross-check them on a reference code and the ride is created and the driver assigned **without anyone touching it**. The agents reach the sheet only through four named tools, and every write-back is verified against the API before a row is marked done. Replaced a fully manual reconciliation.
- **CabiBot — Help Center AI agent.** **n8n** Public support agent live on the Help Center: **15,000+ conversations, over 90% closed without a human**. Article search runs against the live API rather than a snapshot; escalations hand Zendesk a structured summary with the full transcript attached.
- **Forecasting & COPs Control Board.** **local + n8n** Production notebooks (Prophet · LightGBM · SARIMAX · ensemble) forecasting operational KPIs city by city, **58% more accurate** than the previous estimates, each indicator with its own configuration and backtest. Plus the self-updating control board that reads the BI layer weekly and raises a Slack alert when a process drifts.
- **Fleet Products RPA · Supply Ops.** **local** A rules engine and approval portal deciding which commercial products each vehicle should carry, plus the **unattended bridge that pushes approved changes into the RPA**: a Python service I wrote and run **24/7 on a Mac mini I administer myself**, with every hand-off verified against the destination before a row is marked done.
- **Cabify Academy.** Selected by Talent Development to run the internal n8n workshops for the company-wide upskilling programme.
- **Local AI Agent · Mac Mini.** **local** On my own hardware and budget: an always-on agent on the same Mac mini that drafts my replies in my own voice, with retrieval memory across every tool I use. Built with **Claude Code** as custom skills, scheduled routines and task pipelines.

Production & Logistics Engineering Intern

JUL — SEP 2025

Collins Aerospace · Getafe, Spain · aerospace manufacturing

- Cut inventory costs **35%** by auditing ERP discrepancies and recalculating MIN/MAX levels and reorder points across production lines, and improved line efficiency **15%** through Value Stream Mapping. The site came back to me months later with a full-time offer.

TECHNICAL SKILLS

AI & AUTOMATION

n8n (advanced) · Claude API & MCP · Claude Code (custom skills, scheduled routines, task pipelines) · AI agents · RAG · prompt engineering · REST APIs & webhooks

DEVELOPMENT

Python · JavaScript · Claude Code · Git/GitHub · Google Apps Script · Redis · Lovable · self-hosted services on macOS (Mac mini, 24/7)

EDUCATION

BSc Industrial Organization Engineering

Universidad Rey Juan Carlos, Madrid · GPA 7.71/10, honours distinctions
Sep 2021 — Oct 2026

Software Engineering, first year

Universidad Politécnica de Madrid
Sep 2020 — May 2021

MACHINE LEARNING

Computer vision · deep learning · CNNs for image classification & OCR · supervised & unsupervised learning · TensorFlow · PyTorch · scikit-learn · time-series forecasting (Prophet, LightGBM, SARIMAX)

DATA & ANALYTICS

SQL · Tableau · Looker Studio · BigQuery · Google Colab · Excel (advanced)

CERTIFICATIONS

Machine Learning Specialization

DeepLearning.AI & Stanford University
Feb 2026

Business for All

Harvard Business School Publishing · 2024

In progress

Anthropic Academy (Claude API, Claude Code, MCP) · Microsoft PL-900

INTERESTS

National-level triathlete · DJ · Entrepreneurship · Active Investor