K. M. Jubair Sami

AI Engineer · NLP Researcher · Dhaka, Bangladesh

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RESEARCH INTERESTS

Low-resource and dialectal NLP; Agentic AI and agent security

Low-resource NLP · Dialects · Bengali / Bangla · LLM evaluation · LLM-as-judge · Fairness & bias · Tokenization · Efficient LLMs · RAG · Machine translation · Agentic AI · Agent security · Prompt injection · Multimodal agents

EDUCATION

B.Sc. in Computer Science, BRAC University — Oct 2022 – May 2026

CGPA 3.95 / 4.00

Thesis: Benchmarking Bengali Dialectal Bias: A Multi-Stage Framework Integrating RAG-Based Translation and Human-Augmented RLAIF. Best Thesis Award (Fall 2025, ranked 1st among 150+ teams); CSE400 score 99.5. Extended into the EMNLP 2026 paper.

- Student Tutor, CSE221 Algorithms.
- First-author BLP-2025 workshop paper in third year.
- CSE428 Image Processing course project: brain tumor segmentation and classification from MRI.

Higher Secondary Certificate (Science), Dhaka City College — Feb 2022

GPA 5.00 / 5.00

PUBLICATIONS

K. M. Jubair Sami, Dipto Sumit, Ariyan Hossain, Farig Sadeque. **Benchmarking Bengali Dialectal Bias: A Multi-Stage Framework Integrating RAG-Based Translation and Human-Augmented RLAIF.**

The 2026 Conference on Empirical Methods in Natural Language Processing (EMNLP 2026), Main Conference · Published · Oct 2026

ACL Anthology · PDF · arXiv · Dataset

K. M. Jubair Sami, Dipto Sumit, Ariyan Hossain, Farig Sadeque. **A Comparative Analysis of Retrieval-Augmented Generation Techniques for Bengali Standard-to-Dialect Machine Translation Using LLMs.**

Proceedings of the Second Workshop on Bangla Language Processing (BLP-2025) (BLP-2025 @ IJCNLP-AACL), Workshop · Published · Dec 2025

ACL Anthology · PDF

EXPERIENCE

AI Engineer, Link3 Technologies Ltd., Dhaka, Bangladesh — Feb 2026 – Present

AI Engineer (Full-time) (Jun 2026 – Present) · AI Engineer (Intern) (Feb 2026 – May 2026) · QA Engineer (Feb 2026)

- Sole engineer of ChurnSync, Link3's churn-intelligence platform: data pipelines over incident data for 335k+ customers and a proactive monitoring system, live since October 2026, that predicts at-risk customers whose billing expires in the next 7 days so the CLM team can contact them.
- Built the Intelligent Ticketing System (v1 in two weeks, cosine-similarity prediction); now integrating Jev (TypeSafe AI), a non-generative decision model, for accurate and cost-efficient prediction.
- Designed the agentic flow, system prompts and configuration for AI voice agents that handle inbound customer calls in Bengali (Verbex).
- Built an HR policy assistant and document-retrieval system end to end (LangGraph, FastAPI, Next.js).
- Set up company-wide observability with Prometheus and Grafana, including the MyLink3 Super App; built CI/CD pipelines for every internal app.
- Scoped AI initiatives with senior leadership (Poridhi).

Educational Content Creator, MappedAcademy — Dec 2023 – Present

- Data Structures & Algorithms content for local students.
- Platform operations and curriculum planning for technical skill development.

YouTube · @MappedAcademy

Student Tutor, CSE221 Algorithms, BRAC University, Dhaka, Bangladesh — Feb 2025 – May 2025

- Mentored undergraduates in core algorithms concepts.
- Helped faculty evaluate performance and clarify difficult problems.

Tech Content Creator, YouTube · MappedTech — Jan 2017 – 2024

- First upload on 2017-01-31, in class 9.
- 7+ years of regular uploads alongside school and university.
- Laptop buying guides for Bangladesh, e.g. "Top 5 Best Laptops under 50,000 Taka": the domain knowledge behind Mappie.

YouTube · @MappedTech

SELECTED PROJECTS

ChurnSync, Link3 Technologies — Aug 2026 – Present
Churn-intelligence platform over incident data for 335k+ customers.
jubairsami.com/projects/churnsync

Intelligent Ticketing System, Link3 Technologies — Jun 2026 – Present
Ticket creation for call-center agents, with the category predicted automatically.
jubairsami.com/projects/intelligent-ticketing-system

MappedTech & Mappie, MappedTech — 2026 – Present
Laptop comparison and pricing for Bangladesh, with an AI agent that cites its sources.
jubairsami.com/projects/mappedtech-mappie

Call Center Automation, Link3 Technologies — Q2 2026 – Present
AI voice agents that handle inbound customer calls in Bengali at Bangladesh's largest ISP.
jubairsami.com/projects/call-center-voice-agents

HR Policy AI Assistant, Link3 Technologies — Aug 2026
One place for HR questions: retrieval-based QA over company policy documents.
jubairsami.com/projects/hr-policy-assistant

Observability at Link3, Link3 Technologies — Jul 2026 – Present
Prometheus and Grafana across Link3's servers and apps, starting with the MyLink3 Super App.
jubairsami.com/projects/link3-observability

AWARDS

Best Thesis Award — Fall 2025
BRAC University CSE thesis defense panel. Ranked 1st among 150+ competing teams; thesis score 99.5.

The Duke of Edinburgh's International Award — 2024
Bronze Standard

3rd Place, Code Break — 2019
Josephite Math Mania

Best Young Inventor — 2018
Digital Innovation Fair (Regional)

SERVICE

Session Chair, EMNLP 2026 — Oct 2026
Virtual session EBF.5a: Ethics, Bias, and Fairness. 9 papers (7 Main, 2 Findings).

SKILLS

Research: LLM evaluation & benchmark design, LLM-as-judge with human validation (RLAIF-style), RAG for low-resource machine translation, Large-scale evaluation (68k+ runs, 19 LLMs), Human-in-the-loop annotation

AI engineering: LLM agents (LangGraph), Voice agents (Verbex), RAG & document QA, Embedding search, Non-generative decision models (Jev), Cost vs. accuracy model selection, AI coding agents

ML & data: Python, PyTorch, TensorFlow, NumPy, Pandas, Scikit-learn, FAISS, Pinecone, ChromaDB, Whisper ASR, Data pipelines, Churn prediction, Medical image segmentation (U-Net, coursework)

Software: SQL, JavaScript, Next.js, FastAPI, Flask, REST APIs, PostgreSQL, MSSQL, RBAC

DevOps & observability: Docker, CI/CD (Azure DevOps, GitHub), Bare-metal Ubuntu, Prometheus, Grafana, Git

Product & communication: Product owner on 6 internal products, Public speaking & video since 2017, Teaching (CSE221 Algorithms)