Yousra Diab

AI Engineer / Consultant

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Profile

Before I built AI for caseworkers, I was one: an authority caseworker in Copenhagen Municipality, so I know what has to be documented, what cannot be guessed, and who signs off. Today I build AI agents and retrieval systems for the public sector at Droids Agency, and lead projects from the first workshop to handover.

Experience

2025–present **AI Engineer / Consultant**, *Droids Agency*, Copenhagen

- Build AI agents, retrieval systems and integrations for public-sector clients, on Azure and on-premise.
- Lead client projects from the first workshop to handover: uncover what the client needs, agree the success criteria, deliver, then train.
- Design and run AI workshops for municipalities; wrote and taught the Copilot Studio course material and taught Microsoft Foundry.

Jan–Apr 2025 **Software Developer Intern**, *Minuba*, Copenhagen
Backend in Java with Spring Boot; frontend in TypeScript and jQuery for the web and mobile apps.

2021–2023 **Authority Case Handler**, *Copenhagen Municipality*, Copenhagen
Complex cases: analysis, documentation and assessment, with social workers, health visitors and educators.

Skills

AI	LLMs, RAG, AI agents, agentic retrieval, prompt engineering, model evaluation, open models on-premise
Microsoft	Azure AI Search, Azure Functions, Blob Storage, Logic Apps, Microsoft Foundry, Copilot Studio
Development	Go, TypeScript, Python, React, Java, Spring Boot, Qdrant, SQL, Docker, GitHub Actions, Azure DevOps

Projects

Agenda agent **Used more than 1,200 times in its first three months; a Microsoft hero case, presented at a Microsoft webinar.** Years of municipal agendas sat in a meeting system with no useful search. Built the Go integration that collects every agenda as it is released and a Copilot Studio agent that answers questions about them through Azure AI Search.

On-premise assistants **Every answer shows its sources, and no data ever leaves the client's own servers.** The municipality would not put case data in the cloud, so the platform runs on its own servers with an open model, Qdrant and Tika. One assistant searches agendas and minutes and answers with sources; the other comments inline on a draft's structure, wording and language without rewriting it. Chose the model, wrote the prompts and review modes and built much of the interface.

Decision letters **Only the fields the service is unsure of are checked by hand.** At a regulatory client, every decision letter was typed into the case system field by field. Built a Go service that reads each letter, fills the fields through two model calls and vocabulary lookups, and flags what it is unsure of for review.

Reporting pipeline **The workbook and presentation are ready when the job finishes, with no numbers copied by hand.** At a regulatory client, an ageing R script was run by hand and its results copied into Excel and a presentation. Rebuilt it in Go as a scheduled Docker job that applies the substitution rules, updates the workbook in place and generates the presentation.

Support agent **The relevant articles and a proposed next step arrive with the case, not after a search.** An IT service desk answered the same questions from a knowledge base nobody could search. Built an Azure Function that syncs the articles into Azure AI Search and a Foundry agent, triggered from the case system, that reads a new case and proposes the next step.

Permission-aware search **An answer can only draw on documents the person asking is allowed to open.** A regulatory client wanted to ask questions across its internal SharePoint, where not everyone may read everything. Built the retrieval on Azure AI Search with document-level access control: the indexer ingests existing permissions and every query carries the user's identity.

Education

2023–2025 **AP Graduate in Computer Science (Datamatiker)**, *KEA Copenhagen*

2018–2021 **BSc in Social Work**, *University College Copenhagen (Københavns Professionshøjskole)*