

MO HELMY

APPLIED AI SOLUTIONS & ENABLEMENT | PUBLIC SECTOR

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Public-sector go-to-market leader (senior manager level, T-Mobile) and hands-on AI builder who, on his own time, builds **agentic AI systems**: local model serving with rollback, an open-source agent harness (139 tests, a frozen 16-scenario eval), evidence-gated agent chains and cited retrieval; two fixes submitted upstream to vLLM. **No. 1 of 91 in T-Mobile's partner channel** across every segment in 2023 (Annual Winners Circle), **never missed quota** in any year, and developed the people behind it: a 13-person store team managed, six new hires mentored, three mentees promoted.

APPLIED AI BUILDS

Municipal Intel | Developer

Independent work

Research software that reads municipal documents, meeting records and local budgets and shows what a municipality is planning and funding; I own the requirements, architecture and acceptance decisions, directing AI-assisted implementation.

- **Problem:** what a municipality is planning is public but scattered across thousands of agency sites, scanned PDFs, meeting recordings and dozens of funding programs; built research software that reads that record and joins stated need, funding and the people who decide into one view, every fact cited to its source and date instead of hidden behind confidence scores.
- **Coverage:** **1.9M+ funding records** from **100+ sources**; **2,000+ municipalities** seeded across seven states by a repeatable seeder.
- **Cost decision:** moved transcription and speaker diarization to local inference, so there are no per-minute API fees and recordings can be processed at volume.
- **Reliability decision:** kept ingestion LLM-free so the full dataset re-runs deterministically; reserved hosted models for agent reasoning; kept full-precision embeddings rather than trade retrieval quality for storage.
- **Scale:** **500+ concurrent workers** across local and cloud capacity; every county shard launches at once, so an entire state seeds in a single run.
- **Retrieval, access and delivery:** RAG with hybrid search and provenance; row-level security; read-only MCP server; managed PostgreSQL + pgvector; AI coding agents governed by written architecture decisions and verification gates.
- **Agent harness, open source (MIT):** six plugins, **139 tests**, a frozen **16-scenario eval** passing 54 of 54 checks; two root-cause fixes submitted upstream to vLLM (pull requests 56026 and 56028).
- **Evaluation discipline:** tested a typed-judgment model against my code judge at 178 cases, found no lift over the base rate, and kept it as an advisor rather than a gate.

Vault 32 Interactive | Contributor

Independent game studio · overtenemy.com/pages/vault-32-interactive

Generative-media pipeline and multi-agent reliability for the studio's game

- **Generative media:** built the pipeline the studio makes its images, video, sound and animation with, on local GPU inference, so game art is produced in-house with no per-image API fees and no source art leaving the studio.

PROFESSIONAL EXPERIENCE

T-Mobile

2016 – Present

Senior National Connected Solutions Provider Executive

2025 – Present

Senior-manager-level role · National channel program for systems integrators and resellers

- Manage national resale strategy for **systems integrators and connected solutions providers**, translating partner capabilities into mobility, IoT and connected-hardware solutions.
- Designed a phased **reseller-marketplace business case** for leadership, defining partner roles, go-to-market motion and implementation sequence. It lets partners and third-party solutions bill on T-Mobile's paper, so the direct team serves customers better and organizations get one bill; adopted by leadership, now being built by the product team.

National Partner Channel Executive | Southeast SLED

2023 – 2025

Promoted from Government Account Executive

- Built the account-prioritization and field-enablement plans behind **310 new accounts** and **600 department expansions** for a direct sales team of about 75 (2023).
- Guided North Carolina agencies to buy through **riders on state contracts** held by listed resellers, matching partner contract eligibility to each pursuit.
- Selected and onboarded solution providers for direct-team pursuits and approved or declined partners and partner compensation on deals; ran pipeline and forecast reviews for partners and the direct sales team. **No. 1 of 91 in T-Mobile's partner channel** across every segment in 2023 (Annual Winners Circle), and two other regions adopted my partner plan; mentored and trained **six external new hires**.

Government Account Executive | Public sector: New York, New Jersey, Delaware

2021 – 2023

Promoted twice: Government Account Manager → Associate Government Account Executive → Government Account Executive

- Hit **326% of quota in 2021 and 380% in 2022**, blended across new subscribers and monthly recurring revenue.
- Won **191 new logos** in 2021–2022, about five times the national average; territory revenue up 317% (2022).
- Earned T-Mobile's first invitation to the **New York State Local Government IT Directors Association** through direct relationships with its members, opening face-to-face access to municipal IT leaders; the team now attends **twice a year**.
- Built the territory prospecting system: tiered account and contact hierarchies, SDR-ready lead lists, mail-merge and LinkedIn campaigns, and a shared call plan; other regions and SDRs adopted it.
- Managed a **12-person contract research team** and a marketing agency with an \$8K budget.
- Ran technical discovery with solution engineers and public-safety specialists, using current coverage and gap data so recommendations held up.
- Northeast **Emergency Connectivity Fund** subject-matter expert: ranked districts by need from public **free and reduced-price lunch** data (used by the whole Northeast team), advised districts on eligibility and requirements, and closed the deal that connected **3,500+ Albany students** during COVID-19.

Government Account Manager | Public sector

2020 – 2021

- Government, education, public-health and nonprofit accounts; aligned internal teams and partners on government-liable services.

Metro Development Manager | Metro by T-Mobile dealer channel

2016 – 2020

Later titled Dealer Development Manager

- Worked with dealer leadership as the territory expanded from **8 to 20 locations**; coached dealer principals on sales, P&L and customer experience.

Human Factors International

2014 – 2015

Business Manager

- Managed **25+ multinational accounts** for UX services; negotiated master service agreements and coordinated technical delivery.

T-Mobile

2013 – 2014

Retail Store Manager | Kansas City, Missouri

- Managed a store team of 13, including two people leaders.

TECHNICAL & DOMAIN EXPERTISE

AI and retrieval: Generative AI and LLM applications, image and video generation, model fine-tuning, RAG, hybrid search, embeddings, MCP servers, agentic workflows and reliability, evaluation and acceptance testing, local vs. hosted inference, transcription and diarization, OCR.

Data and platform: Python, FastAPI, SQLAlchemy/Alembic, PostgreSQL, pgvector, row-level security, TypeScript/Node.js, Next.js, Linux operations, distributed job orchestration, GPU workloads.

Sales process: MEDDICC qualification, Salesforce CRM, multi-stakeholder public-sector buying cycles, technical discovery, partner teaming.

Public sector: SLED procurement cycles; NYS OGS, New Jersey and North Carolina state contracts; NASPO ValuePoint, Sourcewell; reseller contract riders; E-Rate and ECF; RFP coordination.

EDUCATION & RECOGNITION

B.S. Business, University of Phoenix (2025) · Languages: English, Arabic

Promoted three times in three years · **T-Mobile Annual Winners Circle** · **T-Mobile Director's Award** (2021, 2022) · **City & State Albany 40 Under 40** (2022) · Leadership Development Program (2018)