

Maxime FRANÇOIS

Automation, AI and process engineer · Industrial & business engineer

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PROFILE

Engineer in automation, AI and processes, with two degrees: industrial engineering (HELMo Gramme) and business engineering (HEC Liège). I map how work really gets done, then automate it: ERP workflows, service desks, API integrations and AI agents. I work between technical teams and business users. Self-taught in AI, I also build my own applications with Claude Code.

EDUCATION

HEC Liège	Master
Business Engineering	Liège, Belgium • 2022 – 2025
HELMo Gramme	Master
Industrial engineering	Liège, Belgium • 2022 – 2024
HELMo Gramme	Bachelor
Industrial engineering	Liège, Belgium • 2019 – 2022

EXPERIENCE

Industrial company	Belgium
Digital project engineer	Oct 2025 – Present
• Built API and JSON integrations with Power Automate that turn web forms into complete, structured tickets with the right requester, with no manual re-entry; dedicated service account for the API connection. • Prototyped a generative-AI agent that summarises incoming requests and routes them to the right queue; working proof of concept, rollout pending an AI data-governance policy. • Learned Business Central from scratch and became site administrator; automated approval workflows for purchase orders, invoices and quotations, from two weeks or more of waiting to real-time validation. • Moved a 25-person support team from a shared Outlook mailbox to Jira Service Management (about 100 new requests a day): queues, routing rules, full traceability and change management. • Launched an eShop in 2026 with an external web integrator: team coordination, testing and configuration.	

Engineering company	Belgium
Student engineer	2024 – 2025
Requirements structuring and project follow-up on cross-departmental projects, alongside my final year.	

Public transport	Luxembourg
Final-year engineering intern (16 weeks)	2024
Predictive model of the State of Health (SOH) of an electric bus fleet's batteries from raw telematics data, per battery technology and bus model, to plan battery replacements (Capex) before they become urgent.	

PROJECTS

Mealventory, kitchen app with an AI assistant (closed beta)
Designed and built end to end with Claude Code: web, iOS and Android. An AI assistant with 16 tools that act on real household data, an MCP server so users can connect Claude or ChatGPT, 20 server functions and 149 automated tests.
mealventory.com

SKILLS

AI and agents	Automation and integration
Claude, Claude Code, Claude and OpenAI APIs, MCP servers, Prompt design, Gemini, Microsoft 365 Copilot	Power Automate, n8n, REST APIs, JSON
Business systems	Development
Business Central (ERP admin), Jira Service Management (admin), Excel	TypeScript, React, Supabase, PostgreSQL, Python, Vercel, GitHub Actions
Methods	
Process analysis, Requirements structuring, Change management, Data analysis and statistical modelling	

LANGUAGES

English	French
Professional working proficiency	Native

INTERESTS

Strength training, cooking, travel