

# Max R.

## Senior Senior AI Engineer

### SUMMARY

- Senior AI Engineer with hands-on experience in AI and full-stack development;
- Experience in building Retrieval-Augmented Generation (RAG) pipelines with Azure OpenAI and Azure Cognitive Search;
- Developed multi-agent LLM workflows using FlowiseAI with Agentflows, Chatflows, and Tool Agents;
- Skilled in integrated AI chatbots with telephony platforms such as Genesys Cloud CX, VoxImplant, and Twilio;
- Experience in creating seamless integrations between Genesys Cloud CX, Zoho CRM, and OpenAI for automated user interactions and data sync;
- Experience in backend development using Python, C#, and .NET;
- Skilled with Node.js, RESTful APIs, and building scalable backend services;
- Abilities front-end background with JavaScript, TypeScript, HTML/CSS, and jQuery.

### TECHNICAL SKILLS

<b>Main Technical Skills</b>	Python, RAG, Azure, Gen AI
<b>Programming Languages</b>	C#, Java, JavaScript, Pascal, PHP, Python, TypeScript
<b>UI Frameworks, Libraries, and Browsers</b>	Ajax, Chrome Extensions, CSS, HTML, jQuery, SASS, XML
<b>Java Libraries and Tools</b>	Apache POI, Lucene
<b>.NET Platform</b>	Azure, .NET
<b>AI &amp; Machine Learning</b>	Azure AI Search, Azure AI Studio, Flowise, Gen AI, Mistral AI, OpenAI, RAG, RAGFlow
<b>JavaScript Libraries and Tools</b>	Babel, Bower.js, Ethers.js, Grunt, Gulp.js, JSX, NPM, Redux, TSLint, Webpack
<b>PHP Libraries and Tools</b>	Composer, PhpStorm, PHPUnit
<b>JavaScript Frameworks</b>	Express, jQuery, Node.js, React
<b>Java Frameworks</b>	Struts 2
<b>PHP Frameworks</b>	Zend

<b>Data Analysis and Visualization Technologies</b>	Apache Airflow
<b>Databases &amp; Management Systems / ORM</b>	AWS ElasticSearch, Cosmos DB, MongoDB, MS Access, MySQL, PostgreSQL
<b>Cloud Platforms, Services &amp; Computing</b>	AWS, Azure, Genesys Cloud CX, Zoho
<b>Amazon Web Services</b>	Amazon RDS, AWS Cloudformation, AWS CloudFront, AWS CodeDeploy, AWS EC2, AWS ElasticSearch, AWS IAM, AWS Lambda, AWS Route 53, AWS S3, AWS SES (Amazon Simple Email Service), AWS SNS
<b>Azure Cloud Services</b>	Azure Cloud Services, Azure DevOps, Cosmos DB, Microsoft Azure API
<b>Industry Domain Experience</b>	Caesar II
<b>Message/Queue/Task Brokers</b>	Apache ActiveMQ, RabbitMQ
<b>Web/App Servers, Middleware</b>	Apache HTTP Server, Internet Information Services (IIS), Nginx
<b>QA, Test Automation, Security</b>	Apache Maven, Chrome DevTools, PHPUnit, Selenium Webdriver
<b>Third Party Tools / IDEs / SDK / Services</b>	Apache NetBeans, PhpStorm, Xbedug, Xshell
<b>SDK / API and Integrations</b>	Api Gateway, Eslint LinkedIn API, Microsoft Azure API, RESTful API, Twilio, VoxImplant
<b>Methodologies, Paradigms and Patterns</b>	Architecture and Design Patterns, Design patterns, microservices, OOD, OOP, TDD, UML
<b>Collaboration, Task &amp; Issue Tracking</b>	Atlassian Confluence, Jira
<b>Deployment, CI/CD &amp; Administration</b>	Bamboo, CI/CD, Gradle, Jenkins, Travis CI
<b>Scripting and Command Line Interfaces</b>	Bash
<b>Version Control</b>	BitBucket, Crucible, Git, GitHub, Github Actions, GitLab, SVN, TortoiseGit
<b>Borland Ecosystem</b>	Borland Delphi
<b>iOS Libraries and Tools</b>	Core Image

<b>Virtualization, Containers and Orchestration</b>	Docker, Docker Compose, Portainer
<b>BlockChain and Decentralized Software</b>	Ethers.js
<b>Codecs &amp; Media Containers</b>	Ffmpeg, ImageMagick
<b>UI/UX/Wireframing</b>	FontForge
<b>Platforms</b>	Genesys Platform, Silverstripe CMS
<b>Hosting, Control Panels</b>	WinSCP

## WORK EXPERIENCE

### **AI Engineer, Genesys Engineer, Full-stack developer, Integration of Genesys Cloud CX + Zoho CRM + FlowiseAI + OpenAI**

**Duration:** June 2024 - October 2024

**Summary:** The Objective of this project is to create a seamless integration between Genesys Cloud CX, Zoho CRM, FlowiseAI, and Azure OpenAI Service, leveraging RAG (Retrieval-Augmented Generation) methodologies to significantly enhance customer service and customer experience efficiency, optimize CRM, and automate decision-making processes. Solution utilizes Azure Cognitive Search for precise information retrieval, FlowiseAI for flexible flow creation, and sophisticated integration strategies across various agent architectures, document and vector stores, and memory management systems.

#### **Responsibilities:**

- Implemented direct user interaction with an Azure OpenAI-powered chatbot, using RAG to fetch knowledge from the internal knowledge base of Solution Mentors Inc, via Azure Cognitive Search, Document and Vector Stores;
- Configured AI-bot to collect structured information about the client or project based on predefined topics (questionnaire/survey), with automated task creation in Zoho CRM - including areas such as software development, Genesys Cloud CX integration, DevOps, and information security;
- Integrated seamless escalation logic to Genesys Cloud CX agents, ensuring a consistent user experience across AI and human-assisted interactions;
- Engineered modular and extensible LLM workflows in FlowiseAI, utilizing Agentflows, Chatflows, Tool Agents, Sequential Agents, Assistants, Memory Nodes, and other modular components for task delegation and execution;
- Authored optimized prompts for Azure OpenAI to enhance accuracy and context relevance in generated outputs;
- Implemented custom Tool connectors to enable real-time interaction between the AI agent, Zoho CRM, and Genesys Cloud CX, facilitating end-to-end process automation and data synchronization.

**Technologies:** Genesys Cloud CX, FlowiseAI, OpenAI, Zoho CRM, AWS EC2, S3, Amplify, Zep Memory, NodeJS, Next.js.



## **Leading full-stack web developer, team/tech lead, SAS - Storied Studio**

**Duration:** July 2013 – present day

**Summary:** A project of the Storied Cloud Publishing System, which includes Storied Studio, Storied Marketplace, Storied Analytics and Storied Data, together which allow to, among other things create and publish interactive content experiences including magazines, brochures, catalogues and more experiences; create pages that aggregate and present the experiences alongside feeds of content including social media posts using content hubs; integrate commerce functionality within the experiences; use analytical tools to measure engagement within the experiences and the content hubs.

### **Responsibilities:**

- Development;
- Team/tech leading;
- Server administering;
- Application architecture design;
- Definition of technical requirements;
- Code quality control;
- CI implementation and maintenance with full environment configuration.

**Technologies:** JavaScript ES5-ES6, AJAX, HTML, CSS, Node.js, TypeScript, jQuery, Python, Java, Bash, Zend Framework, PHP 5-7, MySQL, AMQP/RabbitMQ, pdf2htmlEX, FFmpeg, FontForge, ImageMagick, Elasticsearch, Apache POI, AWS (EC2, S3, ET, SNS, CloudFront, Route 53, RDS, Lambda, API Gateway, ES, IAM, other), Bamboo, Travis CI, Apache, Nginx, Docker, Atlassian Jira, Fisheye & Crucible, Confluence, Bamboo, GitHub, NetBeans, PHPStorm, Git, TortoiseGit, Xshell, WinSCP, Xbedug, Chrome DevTools, ESLint, TSLint, Composer, npm, Apache Maven, Gradle, Grunt, Azure cloud services.

## **Developer, NDA Project**

**Duration:** 2019 - 2020

**Summary:** NDA Project

### **Responsibilities:**

- Create dynamic and interactive interfaces in JavaScript, using React to provide a seamless user experience;
- Worked with a relational database (SQL) to store and manage data, including writing optimized SQL queries and procedures.

**Technologies:** JavaScript, React, C#, SQL.

## **Genesys Services Consultant, SOLUTION MENTORS**

**Duration:** 2021 – 2022

**Summary:** Help the client build a global Agent platform for Genesys using Microsoft Dynamics 365.

### **Responsibilities:**

- Supported the Development team on Genesys integration;
- Supported the QA testing processes;
- Supported migration to Genesys Cloud CX;



- Provided technical support for the custom Agent desktop;
- Provided solution design and Genesys customization for the custom Agent desktop.

**Technologies:** Genesys Platform, Genesys Cloud CX.

### **Full stack web developer, Excitel web application**

**Duration:** February 2017

**Summary:** A project of the Excitel web application.

#### **Responsibilities:**

- Developed backend and frontend features using Zend Framework 2, PHP, JavaScript, HTML, and CSS;
- Worked with MySQL for data storage and query handling;
- Used Git, Xdebug, and Chrome DevTools for version control and debugging.

**Technologies:** Zend Framework 2, PHP, MySQL, JavaScript, HTML, CSS, NetBeans, Git, TortoiseGit, Xshell, WinSCP, Xbedug, Chrome DevTools.

### **Full stack web developer, Versonix Seaware Cruise Reservation System**

**Duration:** October 2016 – August 2017

**Summary:** A project of the Versonix Seaware Cruise Reservation System.

#### **Responsibilities:**

- Developed front-end features using React, Redux, JSX, and JavaScript (ES5-ES7);
- Integrated styles with Sass, HTML, and CSS; configured builds using webpack, Babel, Grunt, and Gulp;
- Maintained code quality and deployments with ESLint, Git, Xdebug, and Chrome DevTools.

**Technologies:** JavaScript ES5-ES7, JSX, React, Redux, HTML, CSS, Sass, Bash, Silverstripe CMS, PHP, NetBeans, Git, TortoiseGit, Xshell, WinSCP, Xbedug, Chrome DevTools, ESLint, npm, webpack, Babel, Grunt, gulp.js.

### **Leading full-stack web developer, SA&GA**

**Duration:** April 2013 – April 2014

**Summary:** A project of the SA&GA internet shop.

#### **Responsibilities:**

- Led full-stack development using Zend Framework, PHP, MySQL, and JavaScript;
- Designed and implemented UI components with HTML, CSS, jQuery, and AJAX;
- Handled server administration tasks and scripting with Bash.

**Technologies:** Zend Framework, PHP, MySQL, JavaScript, AJAX, jQuery, HTML, CSS, Bash.



### **Full stack web developer, Aips-ariadna.com**

**Duration:** October 2012 – September 2014

**Summary:** Anti-criminal online accounting system.

#### **Responsibilities:**

- Developed backend and frontend features for an anti-criminal accounting system using Zend Framework, PHP, and JavaScript;
- Built dynamic UI components with HTML, CSS, jQuery, and AJAX;
- Wrote Bash scripts to support development and system operations.

**Technologies:** Zend Framework, PHP, MySQL, JavaScript, AJAX, jQuery, HTML, CSS, Bash.

### **Leading full-stack web developer, Solvegen.com**

**Duration:** March 2013 – September 2014

**Summary:** A project of the corporate site of Solvegen, Inc.

#### **Responsibilities:**

- Development;
- Designing;
- Server administering.

**Technologies:** Zend Framework 2, PHP, MySQL, JavaScript, AJAX, jQuery, HTML, CSS, Bash, Lucene.

### **Full stack web developer, Kupitalon/Deoshop - Beta Production integration**

**Duration:** October 2012 – December 2012

**Summary:** A project of integrating the Kupitalon/Deoshop internet shops with the API of the Beta Production fulfilment operator.

#### **Responsibilities:**

- Developed integration features between e-commerce platforms and the Beta Production API using Zend Framework and PHP;
- Implemented dynamic UI components with JavaScript, jQuery, AJAX, HTML, and CSS;
- Supported development processes with MySQL and Bash scripting.

**Technologies:** Zend Framework, PHP, MySQL, JavaScript, AJAX, jQuery, HTML, CSS, Bash.

### **Full stack web developer, Taomania**

**Duration:** October 2012

**Summary:** High-Load online store selling Chinese goods from Taobao.

#### **Responsibilities:**

- Developed full-stack functionality for a high-load online store using Zend Framework and PHP;



- Built interactive front-end features with JavaScript, jQuery, AJAX, HTML, and CSS;
- Worked with MySQL for data management and query implementation.

**Technologies:** Zend Framework, PHP, MySQL, JavaScript, AJAX, jQuery, HTML, CSS.

### **Full stack web developer, team/tech lead, RND RFQ**

**Duration:** June 2012 – January 2013

**Summary:** A vendor quote portal project.

#### **Responsibilities:**

- Development;
- Team/tech leading;
- Server administering.

**Technologies:** Zend Framework 2, PHP, MySQL, JavaScript, AJAX, jQuery, HTML, CSS, Bash.

### **Full stack web developer, Golder Electronics - Beta Production integration**

**Duration:** August 2012 – April 2013

**Summary:** A project of integrating the Golder Electronics internet shop with the API of the Beta Production fulfilment operator.

#### **Responsibilities:**

- Implemented integration between the Golder Electronics online store and the Beta Production API using Zend Framework and PHP;
- Developed UI components with JavaScript, jQuery, AJAX, HTML, and CSS;
- Utilized MySQL and Bash for backend support and scripting tasks.

**Technologies:** Zend Framework, PHP, MySQL, JavaScript, AJAX, jQuery, HTML, CSS, Bash.

### **Full stack web developer, Westwing - Beta Production integration**

**Duration:** June 2012 – April 2014

**Summary:** A project of integrating the Westwing internet shop with the API of the Beta Production fulfilment operator.

#### **Responsibilities:**

- Developed integration logic between Westwing's online store and the Beta Production API using Zend Framework and PHP;
- Created front-end features with JavaScript, jQuery, AJAX, HTML, and CSS;
- Maintained backend operations and automation scripts using MySQL and Bash.

**Technologies:** Zend Framework, PHP, MySQL, JavaScript, AJAX, jQuery, HTML, CSS, Bash.



## **EDUCATION**

### **State Mechanical Engineering Academy: Intelligent Decision Support Systems**

Specialist (2012)

### **State Mechanical Engineering Academy Economics**

Specialist (2013)

## **CERTIFICATION**

Genesys Cloud CX: Developer Certification (2024)

