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

Main Technical Skills	Python, RAG, Azure, Gen AI
Programming Languages	C#, Java, JavaScript, Pascal, PHP, Python, TypeScript
Java Libraries and Tools	Apache POI, Lucene
.NET Platform	Azure, .NET
AI & Machine Learning	Azure AI Search, Azure AI Studio, Flowise, Gen AI, Mistral AI, OpenAI, RAG, RAGFlow
JavaScript Libraries and Tools	Babel, Bower.js, Ethers.js, Grunt, Gulp.js, JSX, NPM, Redux, TSLint, Webpack
PHP Libraries and Tools	Composer, PhpStorm, PHPUnit
JavaScript Frameworks	Express, jQuery, Node.js, React
Java Frameworks	Struts 2
PHP Frameworks	Zend
Data Analysis and Visualization Technologies	Apache Airflow
Databases & Management Systems / ORM	AWS ElasticSearch, Cosmos DB, MongoDB, MS Access, MySQL, PostgreSQL
UI Frameworks, Libraries, and Browsers	Ajax, Chrome Extensions, CSS, HTML, jQuery, SASS, XML
Cloud Platforms, Services & Computing	AWS, Azure, Genesys Cloud CX, Zoho

Amazon Web Services	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
Azure Cloud Services	Azure Cloud Services, Azure DevOps, Cosmos DB, Microsoft Azure API
Industry Domain Experience	Caesar II
Message/Queue/Task Brokers	Apache ActiveMQ, RabbitMQ
Web/App Servers, Middleware	Apache HTTP Server, Internet Information Services (IIS), Nginx
QA, Test Automation, Security	Apache Maven, Chrome DevTools, PHPUnit, Selenium Webdriver
Third Party Tools / IDEs / SDK / Services	Apache NetBeans, PhpStorm, Xbedug, Xshell
SDK / API and Integrations	Api Gateway, Eslint LinkedIn API, Microsoft Azure API, RESTful API, Twilio, VoxImplant
Methodologies, Paradigms and Patterns	Architecture and Design Patterns, Design patterns, microservices, OOD, OOP, TDD, UML
Collaboration, Task & Issue Tracking	Atlassian Confluence, Jira
Deployment, CI/CD & Administration	Bamboo, CI/CD, Gradle, Jenkins, Travis CI
Scripting and Command Line Interfaces	Bash
Version Control	BitBucket, Crucible, Git, GitHub, Github Actions, GitLab, SVN, TortoiseGit
Borland Ecosystem	Borland Delphi
iOS Libraries and Tools	Core Image
Virtualization, Containers and Orchestration	Docker, Docker Compose, Portainer
BlockChain and Decentralized Software	Ethers.js
Codecs & Media Containers	Ffmpeg, ImageMagick
UI/UX/Wireframing	FontForge
Platforms	Genesys Platform, Silverstripe CMS
Hosting, Control Panels	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)