Robert Sheiman

sheiman.robert.18@gmail.com | (617) 631-2951 | New York, NY | [Portfolio](#)

WORK EXPERIENCE

Pager Health   **Nov. 2023 – Present**
AI Software Engineer   *Remote*
- Developed and deployed an advanced AI data pipeline for medical chat summarization and proactive supervisor alerts, integrating analytics and user feedback loops that increased accuracy and elevated Net Promoter Score (NPS) above 80.
- Built and launched an NLP-driven AI Wellness Assistant with generative AI oversight to manage urgent clinical encounters, improving response time and user satisfaction.
- Spearheaded telemetry enhancements for a chatbots service handling 1,000+ clinical chats daily, decreasing bug reports by 80% and significantly improving user experience.

Nordstrom   **July. 2012 – Nov. 2023**
Software Engineer   *Seattle, WA*
- Engineered and supported a large-scale distributed payments system leveraging Apache Kafka and Java, reliably processing $20M+ in daily transactions.
- Actively managed on-call duties to swiftly identify, troubleshoot, and resolve critical production incidents, developing automation scripts that reduced downtime.
- Designed, implemented, and deployed a robust RESTful API for Gift Card management, enhancing internal operational efficiency and customer experience.

Vault Health   **May 2021 – Aug 2021**
Software Engineer Intern   *Remote*
- Built core platform features with React and Flask on AWS, supporting delivery of over 10 million COVID-19 tests.
- Designed and implemented an appointment scheduling system integrated with automated Zoom meetings and email marketing campaigns.

Virgin Pulse   **May 2018 – July 2018**
Machine Learning Intern   *Framingham, MA*
- Developed fraud detection models using SciKit-Learn and CoreML from labeled data, creating actionable visualizations and presenting insights to engineering leadership.
- Collaborated closely with iOS teams utilizing Xcode and CoreML to contribute to a 4.9-star-rated app with 160K+ user reviews.

EDUCATION

University of Rochester   **2018 – 2022**
Bachelor of Science, Chemical Engineering   *Rochester, NY*
- **GPA: 3.6/4.0**; Dean's List, Dean's Scholarship
- Computer Science minor, Music Theory Concentration, Alpha Delta Phi Executive Board

SKILLS & INTERESTS

- **Skills:** Java, JavaScript, Python, Go, Swift, SQL, NoSQL, NLP, LLM, RAG, PyTorch, Keras, CoreML, AWS, GCP, Terraform, Kubernetes, Docker, Splunk, New Relic, HIPAA/PHI, React, Node, NX, Microservice
- **Interests**: Running; Guitar; Songwriting; Cooking; Seinfeld