CHRISTOPHER V. AYALA

(612) 417-5127 | chris.ayala12@gmail.com | www.linkedin.com/in/chrisvayala | github.com/ChrisVAyala90 | chrisvayala.me

EXPERIENCE

DraftKings Boston, MA
AI Engineer, Platform Aug 2025 – Present
- Translate ambiguous business problems into AI-agentic solutions; design LLM architectures, prompting strategies, and evaluation suites
- Build and productionize agentic workflows (RAG pipelines, tools/functions, structured output, guardrails) integrated with internal APIs and MCPs
- Partner with product/engineering to refine AI roadmap, implement CI/CD and LLM observability (latency, cost, quality, safety monitoring)

Senior Product Researcher Jul 2022 – Aug 2025
- Led bi-annual MaxDiff surveys translating complex data into actionable insights that informed vertical-wide product roadmap for senior leadership
- Spearheaded multi-phase responsible gaming research resulting in behavior monitoring feature adopted by 30% of users within first year

U.S. Bank Minneapolis, MN
Product (UX) Researcher, Assistant Vice President (AVP) Dec 2021 – Aug 2022
- Conducted benchmark research for continuous product design software, selected by senior management to lead dissemination to research team and product stakeholders
- Led accessibility research for the mortgage loan payoff quote request feature, ensuring ADA compliance and universal access for users of all abilities..

Freelance Minneapolis, MN
UX Designer & Researcher Jan 2021 – Aug 2021
- Enhanced a large arena's website serving 20,000+ monthly customers by applying 14 user-centered approaches with over 90 participants, delivering a superior data-driven UX.
- Led end-to-end UX operations for a charity's mobile-first website, including brand design and audits, utilizing 11 user-centered research methods with over 30 respondents.
- Revamped a wellness center's site using seven research methods, resulting in a 46%+ increase in patient bookings through evidence-driven design.

EDUCATION

Boston University Boston, MA
Master of Science in Software Development - GPA 3.69 Jul 2023 - Jan 2025
Relevant Coursework: Data Structures & Algorithms, Artificial Intelligence, Web & Server Side Development, Software Patterns

DePaul University Chicago, IL
Master of Science with Distinction in Human Computer Interaction - GPA 3.93 Jul 2020 - Dec 2021
Relevant Coursework: Scripting Interactive Systems, Prototyping & Implementation, Information Science, Statistics & Data Analysis

SKILLS

AI Engineering: LLM orchestration (OpenAI, Claude, Gemini), RAG pipelines, Agentic workflows, LangChain, Prompt engineering
Product & UX: Mixed-methods research, MaxDiff/TURF analysis, A/B testing, User-centered design, Roadmapping
Development: Python, TypeScript, SQL, FastAPI, Docker, Claude Code, Cursor, REST APIs, CI/CD, System design, JSON

PROJECTS

Multi-model LLM Aggregator: Prototype router fusing OpenAI, Claude, and Gemini responses exploring model-gateways, confidence scoring, and token management
DraftKings Design System: MySQL CRUD app managing design tokens via REST endpoints for engineer handoff
RL Tic-Tac-Toe: Containerized FastAPI Q-learning agent with React UI demonstrating end-to-end model deployment
NLP Hockey Scout: Sports sentiment pipeline using Hugging Face SportsBERT with 100% test coverage documenting model gains