

# Charlotte Damaris Torrent

## Software Developer | AI/ML Engineer | Cloud Infrastructure

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### PROFESSIONAL SUMMARY

Experienced Software Developer with 8+ years in full-stack development, AI/ML integration, and cloud infrastructure. Proven track record of leading AI platform development for government agencies, architecting scalable cloud solutions, and driving significant business value through innovative technology implementations. Strong background in generative AI, RAG systems, and enterprise-level application development.

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### TECHNICAL SKILLS

**Programming Languages:** Java, Python, JavaScript, C++, Visual Basic, SQL

**AI/ML Technologies:** LangChain, LlamaIndex, Spring AI, RAG Pipelines, Vector Processing

**Cloud & Infrastructure:** AWS (S3, ElastiCache, Redis), Docker, CI/CD

**Databases:** PostgreSQL, Neo4j, Oracle, Vector Embeddings

**Web Technologies:** FastAPI, Full-Stack Development, Web Scraping

**Development Tools:** Claude Code, Cline, Git, Agile/Scrum Methodologies

**Other:** Knowledge Graphs, Cypher, APOC, py2neo, Trello/Kanban

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### PROFESSIONAL EXPERIENCE

#### Software Developer 2

**Booz Allen Hamilton Holding Corporation** | Charleston, South Carolina

*January 2024 - Present*

##### Platform Development & AI Integration:

- Supported development of PALM (formerly xPrompt), a generative AI platform adopted by U.S. government agencies, contributing across the full stack
- Co-led development of PALM's first AI agentic workflow (CERTA AI Agent for NIH), increasing contract value by \$500K through automated policy compliance reviews
- Built custom RAG pipeline enabling users to upload and chat with documents, implementing AWS S3, vector processing, and PostgreSQL embeddings

- Contributed to open-sourcing xPrompt as BA-PALM, advancing responsible AI development

### **AI/ML Development & Tools:**

- Developed AI agents for web scraping and document processing using LangChain and LlamaIndex, later optimized with custom code for deployment efficiency
- Integrated Spring AI components for AI-powered code summarization and enhanced prompts system across Java applications
- Built FastAPI-based knowledge graph API with Neo4j integration for legacy code analysis
- Authored comprehensive knowledge graph querying research guide covering Neo4j, Cypher, APOC, and py2neo for complex graph database operations
- Leveraged AI coding tools (Claude Code, Cline) to accelerate development cycles and enhance code quality

### **Cloud Infrastructure & DevOps:**

- Architected and deployed production AWS ElastiCache/Redis infrastructure with worker/queue system for enhanced API performance
- Utilized established CI/CD pipelines to rapidly deploy containerized applications and security patches to AWS infrastructure
- Coordinated with clients to address critical security vulnerabilities through automated deployment processes

### **Full-Stack Development & Leadership:**

- Served as interim tech lead, coordinating code reviews and architectural decisions during team leadership absence
- Delivered client demonstrations resulting in expanded contract scope and funding
- Mentored new intern, transitioning from mentee to mentor role

### **Software Developer Intern**

#### **Booz Allen Hamilton Holding Corporation | Charleston, South Carolina**

*August 2023 - December 2023*

- Junior intern team member on 4 Code Labs xPrompt project contributing to early development of what became the PALM platform
- Participated in daily scrum and biweekly sprint planning/reviews, gaining hands-on experience with Agile development methodologies
- Contributed software features to xPrompt spanning frontend and backend, working with modern web technologies and AI integration components
- Demonstrated strong learning agility and technical aptitude, leading to full-time offer and rapid progression to full developer role

## Project Coordinator

**Crowd Diligence / crowdlustro.com / mewi.ai** | Mount Pleasant, South Carolina  
*October 2021 - April 2023*

- Managed all aspects of project lifecycle for Fintech Internet startup
- Designed and implemented web scraping solutions to extract data from over 50 websites
- Used Trello/Kanban approach to manage projects and tasks
- Worked remotely with a small international team

## Restaurant Manager

**Gilligan's Steamer and Raw Bar** | Johns Island, South Carolina  
*April 2005 - October 2021*

- Managed daily restaurant/bar operations, including scheduling, inventory management, and staff training
- Hired, trained, and supervised a team of 10+ employees

## Software Developer

**Fidelity National Financial / Alltel Information Services** | Jacksonville, Florida  
*June 1998 - May 2003*

- Transitioned enterprise-level mortgage and banking software onto web-based platform using JavaScript, Visual C++, Visual Basic, and Oracle
- Produced new web-based version of Interact, a leading industry mortgage production and secondary marketing system application
- Conducted unit and integration testing, identified and resolved technical issues, and contributed to code reviews and documentation
- First telecommuting employee out of a campus of over 600 people, successfully establishing home-based, out-of-state work environment

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## EDUCATION

### Bachelor's Degree in Information Systems

**Florida State College at Jacksonville** | 2024 – 2026 | **Expected Graduation: Spring 2026** |  
*Currently completing final 2 semesters*

### Associate's Degree in Computer Programming

**Florida State College at Jacksonville** | 1996 - 1998

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## KEY ACHIEVEMENTS

- **\$500K Contract Value Increase:** Co-led AI agentic workflow development that significantly expanded project scope
- **Government AI Platform Adoption:** Contributed to PALM platform used by multiple U.S. government agencies
- **Open Source Contribution:** Helped open-source xPrompt as BA-PALM for broader AI development community
- **Technical Leadership:** Successfully served as interim tech lead, demonstrating leadership capabilities
- **Remote Work Pioneer:** First telecommuting employee at 600+ person organization, establishing successful remote work practices