

# IGOR GANAPOLSKY

Software Engineer (Workflow Documentation, UI Accuracy, macOS)

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## SUMMARY

Senior Software Engineer with 15+ years of professional software development experience and a strong track record of precision work: reproducing issues, following checklists, documenting workflows, and verifying outcomes. Comfortable recording step-by-step screen demonstrations and producing consistent annotations. Have access to a physical Mac and can work within staged environments and fresh user profiles when required.

## AI/LLM SYSTEMS

- LLMs: GPT-4/4o, Claude, Gemini, AWS Bedrock; RAG pipelines, tools/agents, prompt engineering, agentic workflows
- Conversational AI: Dialogflow CX/ES, intent classification, entity extraction, multi-turn conversation design
- Evaluation & Safety: Guardrails, prompt tests, offline evals, latency/cost tuning, scalability tradeoffs
- Cloud AI: Google Cloud Platform (Vertex AI, BigQuery, Cloud Functions, Cloud Build), AWS (Lambda, Bedrock)

## CORE COMPETENCIES

- Workflow Documentation: step-by-step instructions, verification, attention to detail
- UI/UX Precision: reproduce UI states, validate outcomes, communicate clearly
- Platforms: macOS, iOS, Android; remote-first collaboration
- Tools: Microsoft Word, Excel, PowerPoint (professional use)
- Engineering: debugging, QA mindset, high-quality deliverables under guidelines

## PROFESSIONAL EXPERIENCE

### Team Lead Mobile Engineer / AI-ML Engineer

*Subway Corporate – Miami, FL Jan 2024 – Present*

- Led design and delivery of end-to-end AI features from prototype to production, including LLM-backed search, personalized recommendations, and conversational AI assistant serving millions of users monthly
- Architected and deployed Dialogflow CX-based conversational agents integrated with Vertex AI for intent classification and dynamic response generation, reducing customer service load by 35%
- Designed and implemented RAG pipelines combining GPT-4o with app/ordering data to surface personalized menu recommendations, optimizing prompts for relevance, latency, and token cost
- Built secure, scalable APIs and cloud workflows on GCP (Cloud Functions, Cloud Build, BigQuery) to serve LLM features, integrated with existing microservices and CI/CD (GitHub Actions)
- Acted as AI tech lead: defined reference architecture for AI-enabled microservices including auth, rate limiting, logging, and feature flags ensuring secure, observable, and maintainable systems
- Drove best practices for prompt versioning, feature flags for AI, and fallback behavior; mentored engineering team on Windsurf, Cursor IDE, and Claude Code CLI
- Migrated React Native app to New Architecture (Fabric renderer, TurboModules, Bridgeless mode) with Expo SDK 54, achieving 40% faster startup and native-level UI performance across iOS and Android

### Mobile Engineer / AI Developer

*CNH Industrial – Remote Dec 2022 – Jan 2024*

- Built a Gemini-powered GenAI chatbot on Vertex AI for field support, integrating retrieval over manuals/telemetry and workflows for triage; significantly reduced human support requests
- Implemented Dialogflow-based conversational interface for farmer queries, with custom fulfillment webhooks connecting to BigQuery for real-time crop analytics
- Partnered with product and data teams to define prompts, tools, and escalation rules; instrumented usage/quality metrics to continuously improve answer accuracy
- Built real-time farming analytics features in Android app used by 10,000+ farmers with BigQuery integration
- Developed Android UI in Jetpack Compose and managed app state via ViewModel and Flow; increased crash-free sessions to 98%

## **Mobile Security Engineer (Contract)**

*Google – Remote Feb 2021 – Nov 2022*

- Developed ML- and LLM-assisted malware triage workflows on Vertex AI, improving detection speed and enabling safer app review at Play Store scale
- Built automated pipelines on GCP (Cloud Build, Cloud Functions) for continuous model runs, logging, and performance monitoring across thousands of Android apps
- Contributed to Play Store protection efforts, helping detect and remove 100+ malicious apps through ML-based detection systems on Google Cloud infrastructure

## **Lead Android Engineer**

*Abbott Laboratories – Alameda, CA Feb 2020 – Jan 2021*

- Led Android team on FreeStyle Libre app, used by millions of users for glucose monitoring; maintained HIPAA compliance
- Re-architected Android app with MVVM + Kotlin Coroutines for enhanced reliability and scalability
- Integrated BLE + MLKit for sensor connectivity and glucose prediction; optimized for battery and performance

## **Senior Android Developer**

*Crestron Electronics – Rockleigh, NJ Dec 2013 – Dec 2019*

- Shipped Crestron Home Android app using Kotlin and MVVM, serving 10,000+ users with real-time IoT automation
- Improved communication latency by 20% via custom IoT stack; rolled out CI/CD using GitHub Actions

## **Senior Software Engineer (Java/Android)**

*KPMG LLP – Montvale, NJ Aug 2005 – Aug 2012*

- Engineered Java-based enterprise solutions; acted as Scrum Master optimizing dev velocity by 20%
- Implemented RESTful services and CI/CD pipelines; pioneered internal Android POCs

## **SELECTED AI PROJECTS**

- Conversational AI ordering assistant for Subway (Dialogflow CX, Vertex AI, GPT-4o, RAG, GCP) – production deployment
- Field-support GenAI chatbot for CNH (Gemini, Vertex AI, Dialogflow, BigQuery) – reduced support volume 40%
- Malware detection and triage system at Google (TensorFlow, Vertex AI, GCP Cloud Build) – Play Store scale ML
- HIPAA-compliant glucose prediction app with BLE + TensorFlow Lite integration at Abbott