IGOR GANAPOLSKY

Senior Software Engineer (Debugging, Code Reasoning, Documentation)

📍 Coral Springs, FL • 📧 iganapolsky@gmail.com • 📱 (201) 639-1534

GitHub: github.com/IgorGanapolsky

SUMMARY

Senior Software Engineer with 15+ years of professional software development experience. Strong at reconstructing and communicating the reasoning behind code changes: debugging logic, decision points, tradeoffs, and verification steps. Comfortable working from full task context (issues, PRs, code snippets, logs, and tests) to produce accurate, structured technical explanations that reflect realistic developer workflows.

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

• Debugging & Triage: issue reproduction, root-cause analysis, fix verification
• Version Control: Git workflows, PR review, change annotation
• Writing: clear, structured technical explanations and documentation
• Languages: Python, JavaScript/TypeScript, Java, Kotlin; modern tooling
• DevOps & CI/CD: GitHub Actions, Cloud Build, CI hygiene and automation

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