James Park

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Work Experience

Aircall   Jan 2026 – Present
Forward Deployed Engineer   *New York, NY / Hybrid*
- Designing, building, and deploying AI agents for customer workflows across CRMs and communication platforms.
- Collaborating with Product, Engineering, and Customer Success teams to deliver scalable, low-code AI solutions.
- Leading discovery and implementation sessions with customers to identify automation opportunities.
- Monitoring AI agent performance, configuring API endpoints, providing continuous AI agent optimization.

Outlier   Aug 2024 – Jan 2026
AI Coding Expert / AI Trainer   *Remote*
- Worked with AI engineering teams to analyze model behavior and align deliverables with client needs.
- Designed and debugged programming tasks used to train generative AI systems in Python.
- Performed code reviews, systematic testing, and RLHF evaluations to improve model accuracy and reliability.
- Built a custom agent using OpenRouter APIs to automate review workflows and validate outputs for large datasets.

SOTI Inc.   May 2022 – Apr 2024
Solution Engineer / Software Developer   *Mississauga, ON*
- Led 50+ enterprise customer POCs, translating ambiguous business problems into technical requirements while guiding clients through demos, implementation, and success criteria.
- Built internal automation tools in C#, PowerShell, and SQL to streamline certificate provisioning and configure MQTT, SNMP, and REST API integrations across AWS, Azure, and GCP, reducing integration time by 200%.
- Developed a secure authentication and login system using C#, ASP.NET, and SQL Server for internal tools.
- Created a port testing utility to quickly diagnose network bottlenecks and reduce triage time by 60%.

Andorix Inc.   May 2021 – Aug 2021
Client Support Engineer   *Toronto, ON*
- Built SQL queries and Power BI dashboards to analyze smart-building telemetry, highlight abnormal device behaviour, and surface cost or performance trends.
- Automated data backup and reporting workflows to reduce manual work and cut support response time by 40%.
- Configured and validated ONT/OLT devices, ensuring stable connectivity across large-scale IoT deployments.

YouTube   May 2020 – Present
Videographer and Technical Educator   *Remote*
- Produced educational programming content for 30,000+ monthly learners, focusing on clear explanations of data concepts, debugging workflows, and engineering fundamentals.
- Used Adobe Premiere Pro, Photoshop, DaVinci Resolve, Canva, and AI editing tools to analyze audience behaviour and improve retention and comprehension.

Projects

Virtual Dragon Boat Coach | OpenCap, Python, React, Flask, TensorFlow, Postman
- Developed an AI-driven motion analysis tool using computer vision and biomechanics data to generate insights.
- Built a full-stack platform with a React frontend and Flask backend using TensorFlow, OpenCap, OpenAI APIs.

SecureChat | C++, Swift, HTML, JavaScript, CSS, CMake, Git
- Built a secure, cross-platform encrypted messaging application using a Key Distribution Center (KDC).
- Implemented MVC II architecture supported by CI/CD pipelines to ensure reliability and maintainability.

Education

McMaster University   Hamilton, ON
B.Eng. Software and Biomedical Engineering with Co-op   *Sep 2019 – Apr 2025*

Skills

Programming Languages: Python, JavaScript/TypeScript, C/C++, Java, C#, SQL, Go, HTML5, CSS, GraphQL, R
Frameworks/Libraries: React, React Native, Node.js, Express, Flask, Next.js, Angular, Spring Boot, TensorFlow, Pytest
Tools/Platforms: Git, Linux, Docker, PostgreSQL, AWS, Azure, Terraform, GitHub Actions, Jira, MySQL, MongoDB
Certifications: Microsoft Certified: Azure Fundamentals, Google Advanced Data Analytics, Salesforce Essential Training