



Joey Boy Mendoza

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AI / Machine Learning Engineer with 5+ years of software engineering experience and hands-on expertise in **applied machine learning, generative AI, and large language models (LLMs)**. Strong background in **Python-based ML development**, backend systems, and AI integration into production environments.

Experienced in designing, prototyping, and deploying **AI-powered solutions**, including **LLM-based chatbots, workflow automation tools, and intelligent internal systems**. Adept at translating business problems into ML solutions, integrating AI with existing platforms, and optimizing performance, accuracy, and reliability.

Combines solid software engineering fundamentals with practical AI implementation, focusing on **scalable, maintainable, and measurable AI systems**.

Experience

02/2024 to 11/2024

AI / Automation Engineer (Applied AI)

National Group Ltd, New Zealand

- Designed and implemented **AI-assisted internal tools** to automate business workflows and reduce manual operational effort.
- Integrated **AI-driven logic and external APIs** into no-code/low-code platforms, bridging traditional software systems with intelligent automation.
- Collaborated with stakeholders to identify **high-impact AI use cases**, translating operational requirements into functional AI-enabled solutions.
- Improved data handling, response accuracy, and system reliability through structured testing and iteration.
- Contributed to early-stage **AI solution architecture**, focusing on scalability and maintainability.

01/2022 to 12/2023

Full Stack Developer (AI-Adjacent Systems)

Lonewolf Workforce, United States

- Developed backend services and APIs in **Python and JavaScript** that supported data-driven and automation-heavy workflows.

Highlights

Machine Learning & AI

- Machine Learning (Supervised / Unsupervised)
- Generative AI & Large Language Models (LLMs)
- Prompt Engineering
- Model Evaluation & Optimization
- NLP Concepts

Programming & Frameworks

- Python
- ML Pipelines
- API Development & Integration
- Data Processing & Automation

AI Systems & Tooling

- LLM Inference (Local & Cloud)
- AI Chatbots & Assistants
- Workflow Automation
- Proof-of-Concept to Production

Engineering Foundations

- Software Engineering Best Practices
- RESTful APIs
- Debugging & Performance Optimization
- Version Control (Git)
- Cross-functional Collaboration

Experience

- Integrated **AI-ready data pipelines** and services to enable future machine learning and analytics capabilities.
- Collaborated with product and engineering teams to design systems suitable for **ML integration and intelligent automation**.
- Improved system performance, reliability, and data consistency through refactoring and optimization.
- Supported deployment and monitoring of production services used by distributed teams.

03/2021 to 10/2021

AI Developer

United Wholesale Mortgage, United States

- Contributed to **AI and machine learning initiatives** focused on automation, intelligent decision support, and data processing.
- Assisted in building and integrating **machine learning-based components** into existing enterprise systems.
- Collaborated with senior engineers and stakeholders to assess **ML feasibility, model performance, and business impact**.
- Supported experimentation and prototyping of AI-driven tools to reduce repetitive tasks and improve efficiency.

08/2019 to 10/2021

Back End Developer (AI & LLM Project)

Ibex, United States

- Designed and implemented a **proof-of-concept AI chatbot** using **Ollama and local LLM inference**, automating internal support queries.
- Evaluated **LLM response quality and accuracy**, iterating on prompts and logic to improve usefulness and reliability.
- Reduced repetitive workload for support teams by introducing **AI-assisted self-service tooling**.
- Diagnosed and resolved complex system issues using structured root-cause analysis across software and services.
- Investigated and debugged issues within **Salesforce CRM**, improving system reliability and data integrity.

Education

Bachelor of Science in Computer and Information Sciences
De La Salle University

Hobbies

- Playing chess - great way to unwind, destress, and keep the mind sharp.