

SUYAMA KEIICHIRO

Senior Software Engineer

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SUMMARY

14+ years of hands-on experience building production systems from full-stack ownership in early startups, to deep backend engineering on a global platform serving 40+ countries, and now designing LLM-powered and agentic AI systems in regulated, data-intensive domains. I specialize in high-concurrency, fault-tolerant services that run reliably across multi-region deployments. Strong grasp of distributed systems, performance tuning, and keeping complex workloads stable under heavy load. I turn difficult technical problems and modeling decisions into production-grade solutions that deliver clear, measurable business value while balancing scale, latency, cost, and long-term maintainability. Comfortable with full ownership in distributed international teams: architecture, implementation, deployment, observability, and continuous improvement.

EXPERIENCE

04/2022 - 01/2026

San Francisco, United States(Remote)

Senior AI Engineer

Federato

Federato is an AI-native insurance technology company modernizing underwriting and policy lifecycle decision-making. The platform embeds machine learning and advanced AI directly into workflows to enable faster, more accurate insurance decisions.

- Designed and built LLM-powered agentic workflows that automate submission intake, risk triage, full-quote generation, and underwriting decision support — delivering complete, explained quotes for underwriter review in minutes while preventing strategy drift.
- Led creation of comprehensive model evaluation, benchmarking, and production monitoring systems tracking accuracy, latency, drift, coverage, and performance regressions.
- Developed modular ML/LLM architectures to support rapid experimentation and reuse across diverse insurance lines, carriers, and real-world use cases.
- Defined core principles and guardrails for safe, interpretable autonomous agent behavior that balances business outcomes, explainability, and regulatory/compliance needs.
- Partnered with MLOps and Data Engineering to deploy, monitor, and continuously improve models in production environments.
- Translated cutting-edge applied research into production AI features directly used by underwriting teams.
- Effectively communicated complex modeling trade-offs, evaluation results, and system impacts to both technical teams and business stakeholders.



11/2019 - 04/2022

Berlin, Germany(Remote)

Senior Backend Engineer

Delivery Hero

Delivery Hero is a global online food ordering and delivery platform operating across more than 40 countries. Its engineering teams build and maintain large-scale, high-availability backend systems used by millions of users worldwide.

- Designed and maintained high-concurrency backend services powering restaurant advertising, premium placements, and performance analytics products handling massive global traffic.
- Built and optimized RESTful APIs consumed by thousands of merchants and internal systems across multiple regions and time zones.
- Developed and supported production services in Python, Scala, and PHP within a large-scale microservices architecture.
- Boosted system stability, throughput, and cost-efficiency through database optimizations, legacy code refactoring, and performance tuning.
- Contributed to architecture and implementation of fault-tolerant, highly available systems designed to handle peak traffic reliably.
- Deployed, scaled, and operated services using Docker and Kubernetes on AWS and GCP cloud environments.
- Set up and maintained observability with monitoring, logging, and alerting via Grafana, New Relic, and Kibana to catch issues fast.
- Collaborated daily with product, data, frontend, and cross-functional teams in a fast-paced, international agile setup.



EXPERIENCE

09/2014 - 11/2019

Tokyo, JP

- Full Stack Developer

株式会社Hacobu



Hacobu is a logistics tech startup building SaaS platforms to digitize and optimize supply chain and transportation operations for enterprise and SME clients.

- Led full-stack development of core logistics SaaS platforms used daily by hundreds of customers, owning features from concept through production.
- Designed and built scalable backend services and RESTful APIs using Ruby on Rails, with strong focus on performance, maintainability, and clean architecture.
- Developed and maintained responsive frontend interfaces with JavaScript, HTML, and CSS (pre-heavy SPA era).
- Dramatically improved application performance through database schema redesign, query optimization, indexing, and large-scale refactoring.
- Established solid engineering foundations: development workflows, coding standards, code review processes, and testing practices as the team grew.
- Mentored junior engineers, led onboarding, and helped scale the engineering culture remotely.
- Worked fully remote from day one, collaborating effectively across Japan and international time zones with product, sales, and customer success teams.

EDUCATION

04/2010 - 03/2014

Tokyo, Japan

- Bachelor of Engineering (B.Eng.) in Computer Science

The University of Tokyo

SKILLS

JavaScript/TypeScript	ReactJS	HTML	Next.js	Vue.js	CSS	Python	GO	Scala	PHP	Ruby
Rest APIs	PostgreSQL	MySQL	LLM	PyTorch	LangChain	CrewAI	AWS	GCP	Docker	Git

LANGUAGES

Japanese English