

**KABUNDI Tshisuaka**

365 Starbuck Parkway, GA 30567

(678) 979-6811

bertintshisuaka2025@gmail.com

linkedin.com/in/bertintshisuaka

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**Hiring Manager**

Gladly

Dear Hiring Manager,

I am writing to express my strong interest in the **Staff Software Engineer, AI & Automation** position at Gladly. With a unique combination of 18+ years of industrial automation and maintenance engineering experience, a Bachelor's degree in Software Engineering (University of Phoenix, 2016), recent completion of Georgia Tech's Full Stack Web Development Bootcamp (2023), and QA Software Tester Certification from JanBask (2025), I am confident that my diverse technical background and proven problem-solving abilities make me an excellent candidate for this role.

**Why I'm a Strong Fit:**

My career in maintenance engineering has provided me with exceptional skills in AI/ML, LLMs, RAG, agentic workflows. Throughout my 18 years across 8+ manufacturing companies, I have:

- **Mastered PLC Programming:** Developed logical thinking and systematic problem-solving approaches that translate directly to software development and debugging
- **Excelled in Complex Troubleshooting:** Diagnosed and resolved critical system failures under pressure, demonstrating analytical skills essential for software engineering
- **Collaborated Across Teams:** Worked effectively with engineers, technicians, and management to optimize systems and achieve production goals
- **Maintained High Standards:** Consistently delivered quality results while managing multiple priorities in fast-paced environments

**Recent Training & Skills:**

My Georgia Tech Full Stack Web Development Bootcamp provided hands-on experience with modern technologies including JavaScript, React, Node.js, Python, databases, and cloud deployment. My JanBask QA certification equipped me with comprehensive testing methodologies and quality assurance best practices. Combined with my Software Engineering degree, I possess both theoretical knowledge and practical skills in software development.

### **What I Bring to Gladly:**

- **Proven Problem-Solver:** 18 years of diagnosing complex systems translates to strong debugging and optimization skills
- **Logical Thinker:** PLC programming experience provides a solid foundation for writing clean, efficient code
- **Quick Learner:** Successfully transitioned from industrial automation to modern software development
- **Team Player:** Extensive experience collaborating with diverse teams to achieve common goals
- **Quality-Focused:** Background in maintenance engineering instills a commitment to reliability and excellence

I am excited about the opportunity to bring my unique perspective and technical skills to Gladly. My combination of hands-on industrial experience, formal software engineering education, and recent intensive training positions me to make immediate contributions to your team.

Thank you for considering my application. I look forward to discussing how my background and skills align with Gladly's needs.

Sincerely,

**KABUNDI Tshisuaka**