

# Osvaldo Restrepo

Artificial Intelligence Engineer & Full-Stack Developer

Alto Boquete, Chiriquí, Panamá (Remote)

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## PROFESSIONAL SUMMARY

AI & full-stack engineer building reliable LLM systems, voice agents, and automations that ship to production. Specialized in RAG, tool/agent orchestration, and cloud microservices. Strong focus on latency, quality evals, and cost control.

## EXPERIENCE

### Artificial Intelligence Engineer — Shining Image Of Texas, Inc.

Jul 2025 – Present · Austin, TX (Remote)

- Designed & shipped voice agents (Twilio/Whisper/LLM) with transcripts → CRM and safe human handoff.
- Built RAG stacks (Pinecone/Weaviate) with eval harness (retrieval@k, correctness) & observability.
- Improved p95 latency via streaming paths, prompt minimization, and caching.

Python Node/TS React LangChain Twilio Pinecone Weaviate AWS

### Full-Stack Engineer (AI) — Shining Image Of Texas, Inc.

Jan 2020 – Jul 2025 · Austin, TX (Remote)

- Automated scheduling/billing with Node.js/NestJS/React; integrated Stripe, QuickBooks, and Twilio.
- Reduced billing time ~70% and increased conversion ~40% leveraging AI assistants and funnels.
- Implemented CI/CD (GitHub Actions), automated tests (Jest, Supertest) for production reliability.

TypeScript NestJS React Stripe QuickBooks API AWS

### Chief Information Officer — Shining Image Of Texas, Inc.

Jan 2019 – Dec 2019 · Austin, TX

- Led digital transformation: FSM, QuickBooks integration, and modern payments (Square/PayPal).
- Drove collaboration rollout (Microsoft 365, Google Workspace) and basic security baselines.

### IT Department Manager — Shining Image Of Texas, Inc.

Jan 2018 – Dec 2018 · Austin, TX

- Ran IT operations, asset lifecycle, and internal infrastructure improvements.

### Junior Web Designer — Shining Image Of Texas, Inc.

Aug 2017 – Feb 2018 · Austin, TX

- Maintained WordPress site, DNS, and page performance & SEO basics.

### Technical Support Executive — Hyperware Solutions

Jan 2015 – Jul 2017 · David, Chiriquí, Panama

- Provided repair/networking/security support and client troubleshooting.

## EDUCATION

### Ph.D., Software Engineering (in progress)

Universidad Tecnológica de Panamá · Sep 2025 – Mar 2027 · Focus: LLMs, SE, AI Ethics

### Master's, Software Engineering

**Master's, Higher Education**

Universidad Latina de Panamá · 2022 – 2024

**B.S., Computer Science**

University of the People · 2019 – 2024

**B.Eng., Computer Engineering**

Universidad Latina de Panamá · 2015 – 2020 · Cum Laude

**Associate's, Scientific Investigation**

Institute of Higher Education for Advanced Technical Training · 2020 – 2021

**Associate's, Pedagogy**

Institute of Higher Education for Advanced Technical Training · 2020 – 2021

**TECHNICAL SKILLS**

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**METHODOLOGIES**

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**LANGUAGES**

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English — C2 (Fluent) · Spanish — Native · Italian — Conversational

**SELECTED HIGHLIGHTS**

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- Voice agent containment up to ~68% with safe handoff & transcripts to CRM.
- Stripe→QuickBooks payout fee reconciliation; month-end variance \$0 across tested months.
- RAG evaluation harness with retrieval@k/factuality checks and regression suites.