

# JAKE BODEA

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## Education

### Stanford University

Stanford, CA

Graduate Certificate in Artificial Intelligence

2026

*Coursework: Artificial Intelligence: Principles and Techniques, Machine Learning, Natural Language Processing with Deep Learning, Machine Learning from Human Preferences. GPA 4.0*

### Concordia University Irvine

Irvine, CA

Bachelor of Arts in Mathematics — Minors in Computer Science, Business Data Analytics, and Music

2022

*Summa Cum Laude, Outstanding Mathematics Graduate Award. GPA 3.94*

## Experience

### TaxRise

November 2024 - Present

*Technical Staff*

Irvine, CA

- Built ElevenLabs + Twilio + Talkdesk voice and text agents with a custom MCP tool server that executes core client-care actions; currently handling 500+ calls/day with about 80% resolved without human transfer.
- Built a call-intelligence backend processing 5,000+ calls/day into transcripts, summaries, compliance checks, and coaching signals, eliminating about 10 hours/week of manual call review per call-facing employee.
- Built AI coaching workflows for 20+ sales reps that simulate failed calls from transcript-derived objections, replacing manual review loops and saving about 1 hour/day per rep.
- Owned the full client-platform rebuild by replacing a 60-page Salesforce Experience Cloud portal (Aura/LWC) with custom React/Next.js monorepo applications and leading architecture, implementation, and production cutover.
- Established a unified design system and interaction model across intake, status, payment, and document workflows, reducing median time to exit key onboarding statuses from 23 hours to 40 minutes.
- Built payment workflows (card, ACH, Plaid, schedule/change/cancel actions) and clearer status UX, shifting operations from rep-managed handling to self-serve and agent-assisted paths.
- Built OCR + LLM document pre-screening that auto-matches about 90% of uploads in 7-10 seconds client-side and reduced manual review staffing from about 40 full-time reviewers to 2 part-time reviewers.
- Implemented PostHog feature flags, staged rollouts, and AB-tested kill switches; engineered shared Salesforce auth/session reliability (Redis pooling, distributed locks, retries), reducing org logins from about 6,000/day to about 300/day and eliminating auth-limit outages.

### Stanford University

October 2024 - Present

*Course Facilitator*

Remote

- Teach, mentor, and grade assignments in XCS229 (Machine Learning) and XCS221 (Principles of AI), guiding students through model formulation, optimization tradeoffs, and implementation debugging.

### Beckman Coulter Diagnostics

January 2023 - August 2024

*Data Scientist*

Brea, CA

- Led AI Operations delivery as Scrum Master, driving cross-functional execution of internal AI systems from problem framing through deployment and production monitoring across multiple business units.
- Built a BERT-based ticket triage API and integrated it into an internal LLM assistant, reducing traditional IT ticket creation by 20%+ and accelerating mean time to first response for common issues.
- Implemented enterprise RAG infrastructure (embedding, vectorization, retrieval, translation) to improve answer quality for the IT assistant, reduce escalation rates for common queries, and cut resolution time.
- Developed computer vision inspection models with Manufacturing for automated quality-control and compliance workflows.

## Projects

### Super Simple Secret Santa — TypeScript, TanStack Start

November 2025

- Designed and implemented the assignment engine (constraint validation + deterministic pairing rules) to guarantee valid Secret Santa outcomes with exclusion constraints.
- Shipped the product end-to-end at [supersimplesecretsanta.com](http://supersimplesecretsanta.com) (open-source on [GitHub](#)), reaching about 100 users.

## Technical Skillset

**AI/ML & LLM:** OpenAI, Anthropic Claude, Claude Code, Gemini, Codex, Cursor, BERT, RAG, OCR, AI agents, MCP tooling, embeddings, vector search; **Languages:** TypeScript, Python, SQL; **Frontend:** React, Next.js; **Backend & APIs:** Node.js, NestJS, REST APIs, GraphQL; **Cloud/DevOps:** AWS, Cloudflare, Railway, Fly.io, Docker, Kubernetes, GitHub Actions, S3, Lambda, ECS, IAM, RDS, CloudWatch; **Data:** PostgreSQL, NeonDB, Redis, Databricks; **Platforms:** Salesforce (Aura, LWC), Stripe, Plaid, Twilio, ElevenLabs, PostHog, Git, Vercel, Bun, Linux