JAMES MASCARENHAS

Generative AI Developer

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PROFESSIONAL SUMMARY:

Full Stack Web Developer with 10+ years of experience in building scalable web applications, backend systems, WordPress websites and AI-powered chatbots. Skilled in translating business requirements into robust technical solutions across cloud platforms and modern frameworks.

SKILLS

- **Programming Languages**: Python, JavaScript, PHP, SQL
- **Frameworks & Libraries:** Flask, FastAPI, Django, React.js, Angular, Next.js, Express.js, Laravel, CodeIgniter, LangChain, LangGraph, CopilotKit .
- **Cloud Platforms:** AWS, GCP, Azure, Firebase
- **Databases:** MySQL, PostgreSQL, Vector DBs
- **Version Control:** Git, GitHub
- **Containerization/CI-CD:** Docker, kubernetes, GitHub Actions, etc.
- **LLM/AI Tooling:** OpenAI APIs, Google Gemini APIs, Hugging Face.
- **Key Skills:** Strong written and verbal communication; ability to bridge business needs with technical execution; skilled at simplifying complex concepts for non-technical stakeholders.

EXPERIENCE

USPS, Remote • AI ChatBot Developer(Google Dialogflow CX)   (11/2023) - Present

- Led the successful migration of legacy chatbots from Dialogflow ES to Dialogflow CX within a 12-month timeframe, modernizing the conversational AI platform.
- Redesigned and implemented complex conversation flows using Dialogflow CX's state machine architecture for improved scalability and maintainability.
- Developed Flask-based RESTful APIs to interface with the chatbot, enabling dynamic user interactions and delivering context-aware responses.
- Collaborated with cross-functional development teams to ensure seamless backend integration and adherence to project timelines.

Outlier.io, Remote • AI Chatbot Quality Evaluator   (03/2023 – Present)

- Generated diverse, domain-specific prompts and evaluated LLM-generated responses across key quality metrics including factual accuracy, instruction adherence, formatting, verbosity, and safety.
- Annotated and corrected model outputs to provide high-quality training signals for iterative fine-tuning of large language models (LLMs).

- Focused on enhancing a Hindi-language LLM, with particular attention to improving grammar, syntactic correctness, and linguistic fluency.
- Contributed to the continuous improvement of model performance by identifying response patterns, edge cases, and areas for linguistic optimization.

Bonton Opticians, Delhi • Full Stack Developer   *(08/2022) - (02/2023)*

- Migrated legacy website from core PHP to the Laravel framework, improving code maintainability, security, and performance. Eliminated security threats such as DDoS Attacks, SQL Injections and Cross-site Scripting with the help of the Laravel framework.
- Oversaw end-to-end website migration and ongoing administration, ensuring minimal downtime and seamless user experience.
- Collaborated with KPMG to perform a comprehensive security risk assessment and implemented mitigation strategies to enhance application security and compliance.

E5 Infrastructure Pvt. Ltd., Gurgaon • Full Stack Web Developer | IT Advisor   *(09/2015) - (07/2023)*

- Developed an HR management application using the CodeIgniter framework to streamline employee attendance tracking and reporting. This application was actively used by the HR department and site project managers for daily operations.
- Built a fuel management system in CodeIgniter to monitor and record vehicle fuel usage, enhancing operational efficiency. This web app helped in reducing fuel wastage by tracking unusual vehicle behaviour.
- Designed, developed, and maintained multiple company websites using WordPress CMS, ensuring responsive design and SEO optimization.
- Managed the end-to-end IT infrastructure for the company, including web and application architecture, development, deployment, and maintenance.
- Resolved a broad range of IT-related issues, delivering timely technical support and ensuring system uptime.
- Served as a freelance IT consultant for five years, providing ongoing support and development expertise across web and application projects.

SysTools Software Private Limited, Delhi • Web Developer   *(08/2013) - (08/2015)*

- Led website design and development initiatives, ensuring high-performance, responsive, and SEO-optimized web experiences. The website I managed became the second-highest ranking site (after the main site) in terms of organic traffic.
- Managed all aspects of website content, structure, and technical implementation to improve Google SERP rankings.
- Implemented on-page and off-page SEO strategies, including meta tagging, schema markup, backlinking, and site speed optimization.
- Created and maintained content aligned with SEO best practices to drive organic traffic and improve user engagement.
- Administered Google Search Console and Google Analytics for performance monitoring, indexing, and issue resolution.
- Supported digital marketing efforts via Google Ads and Facebook campaigns to boost website visibility and lead generation.

PERSONAL PROJECTS

- **Compass – AI Career Counselor App:** compass-ai-career-counselor.streamlit.app/

  Developed an AI-powered career guidance app using the Google Gemini model. The app assists students in making informed career decisions based on factors such as personal goals and socioeconomic background.

- **LaGoSt App (LangChain, Google Gemini, Streamlit):** lagost.streamlit.app/

  Created a demo application integrating LangChain with Google Gemini APIs using Streamlit. Showcases the potential of combining LLM orchestration tools with interactive frontend frameworks to build Generative AI.

- **Web App Speed Optimization Blog:** pagespeedoptimization.wordpress.com/

  Authored a technical blog sharing practical tips and techniques to improve web application performance, focusing on front-end optimization, caching, and load time reduction.

- **Stack Overflow Contributor:** stackoverflow.com/users/5208077/james-mascarenhas

  Actively contribute by answering technical questions and helping peers resolve programming challenges across web development, backend APIs, and cloud tooling..

- **Exercism.org Mentor:** exercism.org/profiles/jamesmerize
  Review code submissions and provide mentorship to learners, focusing on clean code practices, debugging techniques, and improving algorithmic thinking.

CERTIFICATIONS

Google: Introduction to Generative AI

Gained foundational knowledge of Generative AI concepts and tools for app development.

Google Cloud: Vertex AI Studio

Hands-on training in building and testing GenAI models using Vertex AI Studio on GCP.

Databricks Academy Accreditation - Generative AI Fundamentals

Covered core principles of training and deploying Generative AI systems.

KIIT University: Odia Gen AI & KIIT University Certificate

Understood LLM training workflows; won 1st prize for a chatbot assisting students in career guidance.

EDUCATION

Echelon Institute Of Technology, Faridabad • B.Tech(IT) Year (2013)

St. Crispin's Senior Secondary School • 12th Year (2009)