



Location

US - New York, NY

Type

Full time

Department

Engineering

Compensation

\$155K - \$205K

The compensation range provided is an estimate. Actual compensation is determined based on job level, interview performance and alignment with the skills and applicable experience needed for this role.

OverviewApplication

About Kustomer

Kustomer is the industry leading conversational CRM platform perfecting every customer experience. Built with intelligent tools such as AI and Automation, no code-configuration and a connected data platform that unifies data from multiple sources through a single timeline, Kustomer empowers businesses to operate with greater efficiency and deliver more personalized service to customers across any channel, making every interaction more meaningful and memorable. Today, Kustomer is the core platform for some of the leading customer service brands like Ring, Glovo, Away Travel, Priceline and Sweetgreen.

Kustomer was founded in 2015 by serial entrepreneurs Brad Birnbaum and Jeremy Suriel and has raised over \$200M in funding backed by leading VCs. Meta announced its intention to acquire Kustomer in 2020 and completed the transaction in 2022. Kustomer joined Meta's Business Messaging Group to transform the way people and businesses communicate through modern messaging channels. In 2023, Kustomer spun out from Meta as a standalone company backed by

original partners, Battery, Redpoint and Boldstart Ventures, who have invested \$60M in capital, ensuring Kustomer's growth and success for many years to come.

Our Krew is made up of passionate and collaborative people who really care about what they do and the people they help. We look for people who are dedicated to enhancing the customer service experience for everyone involved, as it's the core of what we do. We're growing our business with no plans of slowing down. We actively seek individuals who want to learn and be challenged every day. We have also transitioned to a remote friendly company, with Krew members located throughout the U.S. coming together for Kamp Kustomer each year.

About the Role

As a Full-stack AI (Artificial Intelligence) Engineer, you'll be collaborating with cross-functional teams to make our features smarter by being data-driven. This role comes with a high level of autonomy to discover opportunities to build generative AI system integrations for the platform. This role sits on our AI team within our Engineering organization. The AI team is responsible for developing AI features at Kustomer. We believe in ownership and are looking for people driven to continuously ship new, impactful features and capabilities for our users.

What You'll Do:

- Work with Product to improve the roadmap to stay innovative in terms of AI features across the platform
- Prompt tuning and optimization - developing and integrating tools to better analyze our LLM prompt queries to improve observability within the platform
- Improvements and new implementation of our AWS AI/ML for sentiment analysis, language detection, and automated translations
- Improvements to our NLP intent identification models, pipeline, and integration with existing features
- Analyze data for developer experience and org level business metrics within our data warehouse
- Developing techniques to fine tune generative AI models with platform data
- Prototype new advancements in AI technology and build new products to keep up with the fast-changing ecosystem

Your qualifications:

- 5+ years of software development experience
- Bachelor's degree in Computer Science, Software Engineering, or a related field (or equivalent experience)
- Strong proficiency in one of the modern server-side languages such as Go, Python, JavaScript

- Strong understanding of software engineering principles, design patterns, and best practices for building scalable and maintainable code
- Experience building applications and features using LLM APIs
- Experience with RESTful API development, integrating with external services and databases.
- Familiarity with cloud platforms, such as AWS or Azure
- Familiarity with version control systems, such as Git, and collaborative development workflows
- Familiarity with agents, langchain, vector databases, embeddings, etc.
- Ability to diagnose and debug complex issues, optimize application performance, and identify areas for improvement

Nice To Have:

- You have Github activity showing thoughtful, relevant contributions
- Strong proficiency in AWS services such as EC2, S3, Lambda, API Gateway, Glue, Athena
- Strong understanding of data modeling and ETL processes
- Familiarity with machine learning
- Familiarity with privacy and security risks in AI
- Familiarity with Agile methodologies and working in an agile team environment

HIPAA Compliance

All roles at Kustomer may involve handling sensitive personal data.

Benefits

Kustomer offers an array of benefits including competitive salaries, stock options, 100% healthcare coverage, 401K, WiFi and Mobile reimbursement, and a generous vacation policy.

Diversity & Inclusion at Kustomer

Kustomer is committed to bringing together individuals from different backgrounds and perspectives.

We strive to create an inclusive environment where everyone can thrive, feel a sense of belonging, and do great work together. We are proud to be an equal opportunity employer open to all qualified applicants regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or expression, Veteran status, or any other legally protected status.

Disclaimer: Kustomer only contacts candidates from company email addresses ending in kustomer.com and does not seek funds from candidates in any circumstances.

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