



# Manuel Buser

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AI Engineer with practical experience across data science, conversational AI, and cloud-based system integration. Skilled in developing and deploying end-to-end AI solutions that bridge technical innovation with real-world business impact. Experienced in machine learning, API development, and DevOps practices, with a focus on designing scalable, data-driven architectures that enhance automation and decision-making.

## Skills

### - LANGUAGES

German  
**NATIVE**

English  
**FLUENT**

### - TECHNICAL

Languages & Frameworks  
**PYTHON, JAVA, JAVASCRIPT, REACT, HTML, CSS, SPRING BOOT, QUARKUS**

Integrations & Architectures  
**REST APIS, KAFKA, MICROSERVICES, ONION AND MVC ARCHITECTURES**

AI & Machine Learning  
**NLP, LLMS, RAG, CLUSTERING, VECTOR DATABASES, SEMANTIC SEARCH, PYTORCH, LANGCHAIN, LANGGRAPH, HUGGING FACE**

Cloud & DevOps  
**OPENShift, DOCKER, GITOPS, ARGOCD, CI/CD, MLOPS PIPELINES**

Data Management  
**MONGODB, ORACLE, MYSQL, DATA WAREHOUSES, ETL PROCESSES, SQL, DATA QUALITY MONITORING**

Analytics & Reporting  
**POWER BI, SAS VISUAL ANALYTICS, DATA VISUALIZATION, KPI DASHBOARDS**

Coordination & Technical Documentation  
**PROJECT MANAGEMENT, REQUIREMENTS GATHERING, DOCUMENTATION**

Process Modeling & Automation:  
**ADONIS, CAMUNDA, N8N**

## Work Experience

08/2025 – Present  
Basel, Switzerland

### Conversational AI Engineer

#### Center of Process Automation at Helvetia

- Develop and maintain AI Voice Agents for customer support teams, including prompt design, knowledge source creation, and continuous improvement of dialog quality through **LLM- and retrieval-augmented generation (RAG) pipelines**.
- Build API integrations connecting the agents platform with internal systems such as CRM, customer databases, notification services, and appointment booking tools.
- Develop and maintain cloud-native microservices on OpenShift with **GitOps-based CI/CD (MLOps)** pipelines using ArgoCD and automated deployments.
- Create and manage a MongoDB-based vector database for transcripts and metadata, enabling **semantic search and topic clustering** to analyze customer interactions and extract key insights, while owning the **reporting setup** for performance tracking and operational monitoring.
- Apply machine-learning and intent-classification techniques to detect customer intents and continuously refine AI Voice Agent behavior and use cases.
- Collaborate with cross-functional teams to deliver secure, scalable, and measurable AI capabilities.

## Work Experience

10/2023 – 07/2025  
Basel, Schweiz

### Data Scientist

#### Team Customer & Partner Data at Helvetia

- Advanced from a Working Student to a Data Scientist, responsible for ensuring the data quality of Helvetia's core systems across the company.
- Planned and developed a data quality dashboard prototype using SAS Enterprise Guide and SAS Visual Analytics, covering the complete ETL flow and delivering automated reports that enabled data-driven decision-making.
- Created and maintained on-demand reporting for the customer database and Salesforce UNO (CRM), supporting data quality monitoring and operational insights across departments.
- Designed and implemented automation solutions, including an address verification service in collaboration with Swiss Post to identify and correct outdated customer information through an automated process.
- Led the development of a customer duplicate-detection algorithm and automated merging process, integrating Python, cloud services, and data warehouses with existing legacy systems.
- Served as project manager, coordinating cross-functional teams to translate business needs into scalable data and AI solutions within a regulated enterprise environment.

12/2018 – 09/2023  
Liestal, Schweiz

### Consultant Outbound / Intern

#### BLKB

- Held multiple positions before and after the civil service year, including an internship and client consulting roles.
- Gained foundational experience in banking, business processes, client communication, and project collaboration, which later supported the transition into data and AI roles.

05/2020 – 05/2021  
Region Baselland, Schweiz

### Civil Work

#### Mettlihof & Kita Löwenzahn

- Completed one year of mandatory civil service in Switzerland as an alternative to military service, assisting in agricultural and childcare organizations.

## Education

09/2024 – Present  
Basel, Schweiz

### Computer Science (Machine Intelligence) | Master University - Department of Mathematics and Informatics

09/2021 – 08/2024  
Basel, Schweiz

### Business Information Technology | Bachelor FHNW

Bachelor Program in English at FHNW

06/2021 – 07/2021  
London, UK

### English Language Exchange EF Education First

Language exchange as preparation for the Bachelor Program.

08/2015 – 07/2018  
Liestal, Switzerland

### WMS | Swiss Federal Vocational Baccalaureate kvBL

Business school for obtaining the vocational baccalaureate.

## Hobbies



Diverse range of ball sports



Audio Books and Podcasts



Hiking and photography