

Pablo Bello

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Senior Software Engineer
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Profile

Senior Software Engineer with 10+ years building scalable backend systems and AI-enabled products. Delivered measurable impact, including 90%+ faster data pipelines, 50% faster transaction processing, and production AI testing workflows adopted by 50%+ of active customer companies. Strong in Ruby, Python, TypeScript, and Go across event-driven architecture, observability, and LLM/RAG systems.

Top Skills

Core Languages: Python, Ruby, TypeScript, Go, Node.js

Frameworks: Ruby on Rails, React, FastAPI, Angular, Apollo Client

Data & Infra: PostgreSQL, Kafka, AWS, Docker, CI/CD

APIs & Architecture: GraphQL, REST APIs, WebSockets, Event-Driven Architecture, TDD

AI: LLM Integration (Claude/GPT), RAG, Semantic Search, Prompt Engineering, AI evaluation workflows

Current Projects

Tasker - AI Project Management Platform

<https://mytasker.app>

Built a Linear-style task manager with an AI assistant for conversational operations and autonomous actions.

- AI-powered insights, task creation, and team messaging using function calling + RAG (pgvector) hybrid architecture.
- Designed for semantic retrieval and action-oriented workflows in product teams.
- Stack: Rails 8, GraphQL, React, Apollo Client, PostgreSQL, Claude Sonnet 4.5

Agendr - AI Scheduling Platform

Built a conversational scheduling platform with event-driven architecture and multi-channel automation.

- AI assistant powered by LangChain + RAG (pgvector) for contextual booking flows and appointment management.
- Supports WhatsApp automation and multi-channel interactions for customer engagement.
- Stack: Elixir, Phoenix, GraphQL, React, Apollo, OpenAI.

Work Experience

Intercom (intercom.com) – AI/Customer Support – London

Product Engineer III

Feb 2025 – Aug 2025

Worked on Intercom's AI Agent team, building evaluation and testing infrastructure for Fin AI across Ruby on Rails, TypeScript/React, and Python.

- Shipped Fin AI evaluation and testing infrastructure across Ruby on Rails, TypeScript/React, and Python, enabling scalable AI quality workflows.
- Delivered Fin AI Test Page, driving adoption across 50%+ of active customer companies and improving pre-release AI validation.
- Launched Impersonation to open beta, enabling thousands of customers to run realistic AI tests with real-user scenarios.
- Built live end-to-end testing with cross-window authentication and integrated Preview/Impersonation with Guidelines across brand, language, location, and audience rules.
- Improved reliability for millions of end users by identifying and resolving four critical production bugs in Messenger, reducing customer-reported incidents.

Senior Software Engineer

Sep 2022 – May 2024

- Owned the Holdings domain in Ruby on Rails as the system of record for customer asset holdings on AWS (EC2, RDS PostgreSQL).
- Redesigned a critical investment data pipeline using Sidekiq Batches, reducing end-to-end processing time by 90%+.
- Designed and delivered a real-time funds calculation service for pending transactions, increasing processing speed by 50%.
- Implemented Datadog observability and monitoring across AWS services, improving incident response and production reliability.
- Achieved 99.2% test coverage for the Holdings API with TDD, improving maintainability and regression safety.
- Conducted technical interviews and contributed to backend hiring decisions.

Medical Residency Exam Platform – Remote (Brazil)

Co-founder & Lead Engineer

2021 – 2022

- Built and launched a full-stack exam platform serving 6,000+ paying doctors, using Node.js (NestJS), React, and WebSockets.
- Implemented secure payments (PagBank) and end-to-end encrypted exam distribution.
- Built an admin portal for exam lifecycle management, automated results scheduling, and candidate tracking.
- Owned production infrastructure on AWS (EC2, S3, RDS PostgreSQL) and end-to-end delivery.

Arbnco (arbnco.co.uk) – Glasgow

Lead Engineer

Jun 2018 – Sep 2021

- Built energy optimisation systems serving 10,000+ commercial buildings across the US.
- Hired 5 engineers and led delivery across 4 concurrent projects, setting technical standards and architecture direction.
- Delivered full-stack systems using Ruby on Rails, FastAPI (Python), React, and Angular, including REST and GraphQL APIs at scale.
- Led GraphQL adoption across 3 major projects, reducing API complexity and improving frontend delivery speed.
- Mentored engineers on TDD and CI/CD and introduced Shape Up practices to improve delivery predictability.
- Expanded Decarbonisation platform capabilities with AI-powered insights for portfolio-wide upgrade prioritisation and carbon reduction strategy optimisation.

Education

Bachelor of Science in Computer Science, Federal University of Piauí (UFPI)

Aug 2009 – Jan 2014