

# Andres Felipe Florez Gil

Lead AI Engineer | AWS Certified Solutions Architect

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## PROFILE

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Lead AI Engineer shipping production LLM/agent systems on AWS and driving AI adoption across enterprise engineering teams. I build orchestration layers, RAG pipelines, and secure tool execution with strong emphasis on evaluation/observability and cost/latency control. Delivered measurable impact in multi-tenant environments (57% → 80% resolution; ~40% cloud cost reduction). Hands-on in Python/backend; experienced with Amazon Bedrock, LiteLLM (model routing), MCP, and modern AI-assisted development workflows (Claude Code, Cursor, Devin, Spec-Driven Development).

## LANGUAGES

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**Spanish** — Native

**English** — Professional Working Proficiency

## PROFESSIONAL EXPERIENCE

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### R&D Engineer – AI

02/2026 – Present

SoftServe

Remote

- **Agentic SDLC flows:** Design and implement agent-based workflows using Devin, Claude Code, and Cursor to optimize software development lifecycle across enterprise clients in finance, retail, and manufacturing sectors.
- **AI adoption consulting:** Lead technical workshops and hands-on sessions for engineering teams adopting AI-assisted development tools, including code generation, automated testing, and PR review automation.
- **Internal R&D:** Prototype agentic patterns and evaluation frameworks for emerging LLM use cases (multi-agent coordination, tool-augmented code generation).

### AI Engineering Lead

02/2025 – 02/2026

NOUSWARE

Remote

- **Quality uplift (57% → 80%):** Improved first-version conversation resolution by analyzing historical conversations/logs, expanding tool coverage, and hardening edge cases (details limited due to NDA).
- **Cost optimization (~40%):** Reduced cloud spend using tiered model routing (small models for simple tasks, larger models for complex reasoning), improving cost and latency.
- **Serverless orchestration:** Built a serverless agent orchestrator on AWS Lambda + Amazon Bedrock to support multi-step reasoning and secure tool execution.
- **RAG + state:** Implemented RAG with Pinecone and DynamoDB-backed state/memory to improve answer consistency and reduce failure cases.
- **Secure tooling:** Developed DB/API tool execution patterns with strict I/O validation and typed contracts (Pydantic).

### Technical Consultant (Integration Engineer)

09/2023 – 02/2025

IVANTI

Remote

- **Automation delivery:** Built and delivered **18+** production automation workflows for backend logic and API integrations, supporting enterprise clients across multiple verticals.
- **API integrations:** Developed JavaScript integrations with REST APIs and webhooks (authentication, payload mapping, data validation) to sync Ivanti with **7+** external systems, reducing manual data handling.
- **GenAI-enabled triage:** Implemented LLM-based categorization and summarization automations that **reduced manual ticket processing time by ~35%**, freeing operational teams for higher-value work.
- **End-to-end ownership:** Owned **12+** implementations from requirements through rollout, coordinating with stakeholders and engineering teams to ensure on-time delivery and adoption.

## Support Engineer (L2)

02/2023 – 09/2023

IVANTI

Remote

- **Root cause analysis:** Resolved **80+** complex production incidents (logic failures, integration errors) through systematic log analysis and execution tracing, **improving mean time to resolution (MTTR) by ~28%**.
- **Scripting fixes:** Developed **15+** JavaScript remediation scripts to fix recurring data problems and automate manual fixes, preventing repeat incidents across multiple clients.
- **Knowledge base:** Authored runbooks and known-issue guides that **reduced ticket escalation volume by ~30%** and accelerated onboarding for new support engineers.

## Founder | IoT Solutions Architect

01/2020 – 02/2023

FLOES CONNECTING

Remote

- **Production deployment:** Built and deployed an end-to-end IoT solution used in 2 restaurants with ~20–50 devices running during working hours.
- **Full-stack platform:** Developed a PHP + SQL management platform supporting daily operations (admin workflows and reporting).
- **Real-time messaging:** Designed MQTT-based communication using EMQX on AWS to connect devices to a cloud dashboard.
- **Embedded firmware:** Built C++ firmware for ESP-01 devices with deep-sleep + interrupt-driven wakeups to improve battery efficiency and reliability.
- **Hardware-to-production:** Owned circuit design, prototyping, on-site deployment, and end-user training.

## CERTIFICATES

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**AWS Certified Solutions Architect – Associate (SAA-Co3)**



**AWS Certified Cloud Practitioner (CLF-Co2)**

**AWS Certified AI Practitioner (AIF-Co1)**

**ITIL 4 Foundation**

**Scrum Master Professional Certification (SMPC)**

**AWS Certified Developer – Associate (DVA-Co2)**  
Scheduled / In Progress

## EDUCATION

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**B.S. in Electronic Engineering**

Universidad de Antioquia

2017 – 2024

Medellín, Colombia

## SKILLS

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### LLM Systems (Production)

RAG, Agent Orchestration (LangGraph), Amazon Bedrock, Pinecone, LiteLLM (model routing), Tool Execution Interfaces (MCP), Guardrails, Evaluation & Observability.

### AI-Assisted Development & SDD

Claude Code, Cursor, Devin, Spec-Driven Development (SDD), Spec Kit, OpenSpec, Anthropic Claude API, OpenAI API, Prompt Engineering, Agent Scaffolding.

### Cloud & Backend

AWS (Lambda, DynamoDB, SQS, API Gateway, Bedrock), Supabase, Vercel, Docker, CI/CD, Event-Driven Systems, Microservices, Serverless Architecture.

### Engineering Foundations

Python, REST APIs, System Integration, Data Modeling, PostgreSQL, JWT/Auth.