



# Jaxson Mercado

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## SUMMARY

Innovative Senior AI Engineer with over 8 years of experience in natural language processing and generative AI. Proven ability to design and implement AI systems that drive business efficiency and enhance user experience. Strong background in software engineering, paired with passion for mentoring teams and fostering collaborative environments. Eager to bring expertise to a dynamic team at Innovative Health Solutions, delivering impactful AI solutions that address complex healthcare challenges and significantly improve operations.

## EXPERIENCE

**Senior AI Engineer** March 2020 - Present  
Tech Innovations Inc. *San Francisco, CA*

Lead the development of cutting-edge AI solutions focused on automating customer service processes while collaborating closely with cross-functional teams. This role entails overseeing the integration of feedback into AI projects and providing guidance to junior engineers. Engaging in the enhancement of product offerings through strategic AI-driven improvements has become pivotal.

- Directed AI project initiatives aimed at elevating customer engagement and satisfaction levels.
- Spearheaded collaboration with diverse teams to pinpoint areas ripe for AI enhancements.
- Mentored and supported junior talent in navigating technical challenges throughout project lifecycles.
- Utilized programming expertise to refine existing algorithms, resulting in significantly improved outcomes.

**AI Engineer** June 2016 - February 2020  
Data Solutions Corp. *New York, NY*

Focused on crafting and deploying advanced natural language processing models within pivotal AI frameworks, serving crucial operational needs of stakeholders. The role necessitated a tight-knit bond with product managers to align AI endeavors more closely with business requirements.

- Engineered NLP models that enhanced data retrieval accuracy across major datasets.
- Actively engaged with product executives to translate visions into comprehensive AI technical specifications.
- Facilitated company-wide training sessions on impactful advancements in contemporary AI methodologies.
- Contributed to discussions that shaped company strategy surrounding AI tool adoption.

**Junior AI Developer** July 2014 - May 2016  
Intelligent Systems LLC *Austin, TX*

Assisted senior engineers in creating machine learning models along with contributing to various AI applications that drove predictive analytics capabilities. The role exposed a rapid evolution of skill sets based around code optimization and comprehensive testing protocols.

- Supported developers in optimizing existing models for enhanced operational efficiencies.
- Contributed systematically during code reviews and refinement processes to boost deliverable quality.
- Championing documentation practices ensured clarity in team communications regarding project markers.
- Worked collaboratively in real-time problem-solving efforts which accelerated project timelines.

## LEADERSHIP & AWARDS

- Certified AI Engineer (2020)
- Professional Software Developer Certification (2018)

## EDUCATION

**Bachelor's Degree in Computer Science** 2014  
University of California, Los Angeles GPA: 3.8 *Los Angeles, CA*

**Coursework:** Data Structures, Algorithms, Software Engineering, Machine Learning

## CERTIFICATIONS

- Certified AI Engineer 📅 2020
- Professional Software Developer Certification 📅 2018

## TECHNICAL SKILLS

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- **Natural Language Processing:** spaCy, NLTK, Stanford NLP
- **Generative AI:** GPT-3, BERT, Transformer Models
- **Machine Learning:** TensorFlow, PyTorch, Scikit-learn
- **Deployment Tools:** Docker, Kubernetes, AWS
- **Programming Languages:** Python, R, Java
- **Database Technologies:** MySQL, MongoDB, PostgreSQL
- **Collaboration Tools:** Slack, Microsoft Teams, Confluence
- **Version Control:** Git, SVN, Mercurial
- **Frameworks:** Django, Flask, FastAPI
- **Data Visualization:** Tableau, Matplotlib, Seaborn

## SKILLS

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- Natural Language Processing
- Generative AI
- Software Development
- Machine Learning Algorithms
- Team Collaboration
- Mentoring
- Project Management
- Customer Service Automation
- Data Analytics
- Flowchart Design
- Technical Specifications
- AI Model Implementation
- Coding Best Practices
- Algorithm Optimization
- Cross-Functional Leadership

## PROFESSIONAL AFFILIATIONS

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- Member of Association for the Advancement of Artificial Intelligence.
- Active contributor in local tech meetups related to AI innovations.

## LANGUAGES

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- English (Native)
- Spanish (Proficient)

## ADDITIONAL INFORMATION

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**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST