

Jericho Francis A. Carlos

SENIOR AI SOFTWARE DEVELOPER

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Highly-opinionated individual. Practicality over complexity. Specializes in pointing out problems and crafting both time-critical and future-proof solutions, with over 9 years of experience developing and supporting software, making sure that stakeholders get what they need from both technical and business perspective.

EDUCATION

University of the Philippines Los Baños
Bachelor of Science in Computer Science

FEATURED SKILLS AND CERTIFICATIONS

- Generative AI, Context Engineering, AI-Augmented Coding
- AI Agents, Multi-agent frameworks
- Enterprise RAG solutions
- SQL, NoSQL, Vector DB, Graph DB
- Data Analytics through Python and Excel
- Project Management tools: Atlassian tools, Miro

All skills and certifications in my LinkedIn profile

PROJECT & POC HIGHLIGHTS

Lesson Planner + Assessments Generation

- Educational content in, filled lesson planner PDF out

Gen AI CoE Services Ecosystem

- Led the vision, architecture, project management, and development. Broken down into several epics.

Evaluations Service (Testing as a Service)

- AI System quality gate platform for all Cambridge AI System on pre-production

Documents Service

- Centralized document parsing, indexing, and management platform. Will provide RAG tools (cached, vectors, KG)

Operation Automations

- Automating day-to-day tasks like FAQ management with email response integrations, systems monitoring, etc.

RAG Pipeline Asset: Pilot

- Centralized RAG solution for all non-tech teams that wants a chatbot that knows their documents

Tone of Voice - Editorial AI Tool

- Used by our marketing team for quick realignment with company's tone of voice

How To Train Your AI Dragon v1 and v2

- v1: Prompt Engineering quiz game
- v2: RAG + Prompting quiz game

Proof of Concepts (POCs)

- Agentic KG
- n8n Workflow Optimizer
- Tech BA Agent
- Zendesk Automations
- Postgres Agent
- Queenbee

Academic Chat AI

- Mid 2023 Pet project - Internal ChatGPT

PROFESSIONAL EXPERIENCE

Senior AI Software Developer

Cambridge University Press & Assessment
January 2025 - present

- Part of the AI Center of Excellence, the governing team for all AI initiatives for the whole company
- Spearheads on R&D, MVP development, AI-powered solutions SDLC w/ scaling architecture, governance: policies and guidelines for use and development of AI tools, delivery and engineering consultations, leading upskilling workshops for both technical and non-technical employees

Technical Business Analyst

Cambridge University Press & Assessment
February 2024 - December 2024

- Creates and defines tasks and tickets for the development team with alignment to the business goals provided by the Product Owner
- Developing and executing Python scripts to be used for business intelligence efforts
- Part of Academic initiatives such as Solutions Architect Academy and Academic Chat AI (since 2023, primary back-end developer then Tech BA)

Software Engineer

Cambridge University Press & Assessment
November 2022 - February 2024

- Provides back-end solutions, services, and support for the Academic Content team

Technical Customer Support Engineer

Finastra Philippines

January 2021 - August 2022

- Ensured client satisfaction and retention by providing responsive tech support and provided urgent technical assistance for clients especially for production issues.
- Collaborated with other teams and products for an end-to-end time-critical solutions for the client's issues.

Software Engineer

Misys/Finastra Philippines

September 2018 - January 2021

- Provided both functional and technical assistance to different teams, both juniors and seniors
- Worked with international teams for client projects and facilitating upskilling

Associate Software Engineer

Misys/Finastra Philippines

September 2016 - August 2018

- Studied the business flow of the trade finance, compliance, and related business functions and did maintenance of trade finance software: bug fixing, documentation correction, etc.