

GERARDO ALMEIDA

SENIOR SOFTWARE ENGINEER | AGENTIC AI | FULL-STACK TYPESCRIPT

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[Claude Certified Architect - Foundations](#) | [Anthropic](#) | [Verify credential](#)

PROFESSIONAL SUMMARY

Senior Software Engineer with 11+ years of experience building production software across full-stack, distributed, and cloud-native environments. Most recently focused on agentic AI, building production agents with the Claude Agent SDK, MCP tools, reusable skills, tool calling, agent handoffs, prompt engineering, context management, and outcome-based evaluation. Experienced in event-driven microservices on Kubernetes and end-to-end ownership of enterprise SaaS features and production incidents.

TECHNICAL SKILLS

AI & Agentic Systems: Claude Agent SDK, AI Agents, Agentic Workflows, MCP, Tool Calling, Agent Handoffs, Agent Skills, Prompt Engineering, Context Management, Outcome-Based Evaluation, LLM Graders

Architecture & Backend: Distributed Systems, Event-Driven Architecture, Microservices, TypeScript, Node.js, NestJS, MongoDB, Kafka, AWS SQS/SNS, REST APIs, GraphQL, tRPC

Frontend, Cloud & Quality: React, Next.js, Angular, TanStack Query, Material UI, Kubernetes, AWS, Docker, Unit Testing, Playwright, Visual QA, Production Incident Response

PROFESSIONAL EXPERIENCE

Fountain | Software Engineer

2024 - 2026

Remote

Agentic AI / AI Engineer Focus

- Served as the AI Engineer for the Onboard product within Fountain's Cue initiative, using the **Claude Agent SDK** to deliver **5 end-to-end Onboard workflows** exposed through Cue.
- Designed and implemented **20+ reusable agent skills and MCP tools**, together with specialized agents, tool calling, and handoffs that connected Cue with Onboard capabilities and context.
- Applied prompt engineering and context management to guide complex, multi-step workflows, and evaluated agent behavior through expected outcomes and task-specific graders.
- Delivered AI-powered document-signature workflows integrated with Dropbox that automated field selection and placement within documents, eliminating manual configuration and accelerating customer time-to-value.
- Built agentic engineering workflows for ticket analysis, grooming, triage, implementation support, and code review; contributed unit tests and Playwright-based visual QA for AI-enabled experiences.

Software Engineer

- Stabilized a core Worker Experience product and reduced technical debt through coordinated work across engineering, product, and support teams.
- Improved the scalability and operational resilience of event-driven workflows supporting more than 10,000 events per second and millions of end users.
- Kept a 22-service backend reliable under production load, with a focus on data integrity, correct event processing, and graceful failure recovery.
- Led investigations into production issues by analyzing logs, metrics, and traces with observability tools such as SigNoz and Datadog.
- Coordinated root-cause analysis and remediation for incidents affecting enterprise customers, including Amazon and UPS.
- Improved service reliability by identifying recurring failure patterns, prioritizing technical debt, and following issues through to resolution.

EARLIER EXPERIENCE

Aleate | Full-Stack Developer / Business Analyst

2023 - 2024

Mexico

- Partnered directly with clients to translate business requirements into production software and delivered new functionality in Angular applications.
- Supported releases and production issues, automated tests with Jasmine, and deployments across AWS EC2, S3, Amplify, and Lightsail using Docker-based environments.

Aleate | Full-Stack Developer

2017 - 2023

Mexico

- Built responsive Angular applications from product and Figma specifications and maintained scalable frontend architecture across client solutions.
- Integrated REST APIs with LoopBack and NestJS/GraphQL; supported releases, production debugging, Selenium-based testing, AWS deployments, and Docker environments.

CreaCodigo | Full-Stack Developer

2016 - 2017

Mexico

- Developed Angular administrative applications, an Ionic mobile learning product, and REST APIs using Express.js and MongoDB.

Hansol Gold Point LLC | Freelance Java Developer

2015 - 2016

Remote

- Implemented and tested enhancements for a Java Swing transportation management system and built a desktop launcher for automated application updates.

EDUCATION

Universidad Tecmilenio | Bachelor's Degree in Software Engineering

2015

Los Mochis, Sinaloa, Mexico

ADDITIONAL STRENGTHS

System Design | Full-Stack Feature Ownership | Enterprise SaaS | Distributed Systems | Production Support | Cross-Functional Collaboration | Requirements Analysis