

Jinson E B Forward Deployed Software Engineer

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Software engineer with 3 years building and deploying production AI systems embedded inside a single enterprise insurance client (Dubai Insurance — AED 3.44B annual revenue, AED 4.3B assets). Worked together with the Claims manager Aly for the past year for aligning system with their expectations and making the system as useful as possible in the constraints.

RELEVANT EXPERIENCE

Assuretech Business Solutions

AI Software Engineer

01/2026 – Present

- Owned an AI orchestration deployment end-to-end inside the client's production environment — cut a manual verification workflow from **40–60 hours per employee to 1–2 hours** (~95% reduction).
- Shipped it as a Python Windows service (pywin32) deployed onto the client's controlled Windows infrastructure, polling the production database on a fixed interval and routing records through an LLM-driven orchestration pipeline to completion.
- Built the agentic orchestration logic with LangChain and Google GenAI — designing tool use and decision points around the model.
- Instrumented the system with an OpenTelemetry-based observability pipeline (Arize Phoenix) for per-case cost and latency tracking, tracing, and evaluation — making production failures reproducible and resolving them through versioned, effectiveness-scored prompts.
- Acted as the technical point of contact to the client — partnered directly with their Claims Manager to translate business requirements into the product — while leading 5 engineers through delivery via delegation, code review, and mentoring.
- Authored deployment and feature documentation that turned the platform into a repeatable rollout, translating it for prospective clients and onboarding a second client.

Software Engineer

03/2025 – 01/2026

- Built an internal platform automating proposal filing and invoice collection, cutting company revenue leakage by **99%**.
- Developed a mobile application delivering approval workflows for upper management.

Junior Software Engineer

09/2023 – 03/2025

- Collaborated with senior developers to build a CRM portal for customers to raise and track grievances.

SKILLS

Programming Languages

Python, SQL, TypeScript

AI / LLM & Frameworks

LangGraph, LangChain, Google GenAI, RAG, Agent Orchestration, Prompt Engineering, Embeddings, Vector Search, pywin32

Tools & Platforms

AWS, Docker, Jenkins, CI/CD, OpenTelemetry, Arize Phoenix, OpenObserve, Git, GitHub, smee.io

SELECTED PROJECTS

Aether RAG Pipeline [↗](#)

Self-built Retrieval-Augmented Generation (RAG) pipeline deployed on AWS over a corpus of database-design papers, with vector embeddings, semantic search, and an optional `@web_search` tool fallback. Wired to OpenObserve and Arize Phoenix (OpenTelemetry) for monitoring, and to a Jenkins CI/CD pipeline (GitHub webhooks via smee.io) for tested, automated deployment.

EDUCATION

Bachelor of Technology

Cochin University of Science and Technology

INTERESTS

Hobbies — Non-fiction books, trekking, river rafting, lifting