

ANWANA NTOFON

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CUSTOMER-FACING TECHNICAL ENGINEER | AI & IMPLEMENTATION

SUMMARY

Customer-facing technical engineer with experience across software development, technical support, API integrations, and AI workflows. Turns ambiguous business and customer problems into practical, deployable solutions through technical discovery, implementation, and troubleshooting.

SELECTED PROJECTS

Enterprise Onboarding: AI-Assisted Data Migration + Validation | [GitHub](#) | [Case Study](#)

- Engineered an **AI-assisted data onboarding system** in Python, FastAPI, PostgreSQL, and Docker that analyzes messy CRM exports and billing API data, maps fields under human review, and rehearses full migrations before go-live.
- Kept **validation and reconciliation** rule-based: code validated and reconciled **9,259 source rows** across **28/28 checks** and produced go/no-go readiness decisions while LLMs handled semantic mapping and summary drafting.
- Benchmarked Claude and GPT-5 on a **41-field evaluation set**; Claude scored **41/41 in 3/3 runs** vs. 31/41 for a rules-only baseline, with zero high-confidence wrong mappings across 10 runs.
- Deployed on **AWS (EC2, S3, IAM)** with keyless S3 access; added **safe retry handling**, a circuit breaker that cut dead-target failure from **11 min to 9 s**, database migrations, and **449 CI tests**.

AI Support Workflow: Zendesk Triage + Control Room | [GitHub](#) | [Demo](#)

- Automated **Zendesk support triage** end to end using **n8n**, **GPT-4o**, **OpenAI APIs**, and webhooks to classify/tag tickets, generate internal context, and draft customer responses.
- Orchestrated Zendesk events through **bidirectional n8n workflows** with **approve, edit, and reject controls**, creating a human-in-the-loop review layer before customer replies are published.

PROFESSIONAL EXPERIENCE

Technical Support Engineer

Rhythm Software

Remote | 2024-2026

- Served as **technical point of contact** for **20 organizations** and **65 stakeholders** across enterprise and international accounts, owning issues from intake through resolution and enablement.
- Owned a third-party **API integration failure** end to end, diagnosing an **OAuth 2.0 token-expiry issue**, guiding the refresh flow, and validating data retrieval against the platform REST API.
- Diagnosed production issues using **Honeycomb traces**, application logs, API responses, and customer-specific configuration, isolating root causes and restoring functionality.
- Built **customer-specific web solutions** for **10+ customer sites** using HTML/CSS/JavaScript, reducing engineering handoffs by approximately **25%** and accelerating implementation.
- Created Loom walkthroughs, **technical documentation**, and knowledge base content; partnered with **Product and Engineering** to turn recurring customer friction into reusable guidance and **workflow improvements**.

Customer Experience Specialist

Signet Jewelers

Remote | 2024

- Achieved **95% CSAT** while owning customer cases end to end across phone, live chat, and email.
- Managed **40+ daily interactions** in Salesforce and Genesys Cloud CX while meeting response-time targets.

IT Support Specialist

Sista Midwife Productions

Remote | 2023-2024

- Improved geolocation accuracy by **debugging SQL queries** and indexing data for reliable city-level results across a platform serving approximately **3,000 users**.
- Maintained and improved client websites by resolving **layout, content, and usability issues** across multiple properties.

TECHNICAL SKILLS

Programming: Python, TypeScript, JavaScript, SQL

Backend & Integration: FastAPI, Pydantic, REST APIs, JSON, Webhooks, OAuth 2.0, Node.js

AI & Automation: LLMs (Anthropic + OpenAI APIs), structured outputs, LLM evaluation, human-in-the-loop review, n8n

Cloud & Infrastructure: AWS (EC2, S3, IAM, Systems Manager), Docker/Compose, Linux/CLI, Git/GitHub, GitHub Actions CI

Data & Observability: PostgreSQL, Pandas, structured logging, Honeycomb

Customer Delivery: Technical consulting, discovery, solution design, data migration planning, demos, troubleshooting

EDUCATION

B.A. Web Design

University of California, Davis