

SHUNTORIA REID

AI/ML AND FULL-STACK SOFTWARE ENGINEER

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PROFESSIONAL SUMMARY

AI/ML and full-stack software engineer experienced in generative AI, LLM evaluation, RAG, AI agents, and production application development. Builds and evaluates AI-powered products with Python, JavaScript/TypeScript, React, Node.js, AWS, SQL, and REST APIs. Strengths include prompt engineering, model evaluation, data quality, backend optimization, automated testing, and remote cross-functional delivery.

TECHNICAL SKILLS

Programming: Python, JavaScript, TypeScript, Java, C#, C++, SQL, HTML, CSS

AI and Machine Learning: Generative AI, LLMs, RAG, AI agents, prompt engineering, NLP, model evaluation, data quality, TensorFlow, PyTorch, scikit-learn

Web and APIs: React, Next.js, Node.js, Express.js, Django, Flask, FastAPI, REST APIs

Data and Cloud: PostgreSQL, MySQL, SQL Server, SQLite, MongoDB, Pandas, NumPy, AWS, Docker, Supabase, Vercel

Testing and Tools: Pytest, Jest, React Testing Library, Playwright, Selenium, Git, GitHub, CI/CD, debugging

PROFESSIONAL EXPERIENCE

Computer Science Expert | Handshake AI | Jun 2025-Present

- Develop and evaluate domain-specific prompts across software engineering and STEM tasks, testing technical accuracy, reasoning, instruction following, clarity, and safety.
- Analyze software codebases and create coding evaluations that expose logic, debugging, and technical accuracy failures.
- Rewrite AI-generated technical responses to correct factual errors, improve completeness, and align output with user requirements.
- Document hallucinations and recurring failure patterns through structured rubrics that support model-quality improvement.

Generative AI Engineer | Randstad Inc | Jan 2023-Mar 2025

- Built and deployed RAG-powered enterprise document assistants and LLM-driven customer-support applications.
- Managed GenAI workflows from data extraction and validation through model evaluation, deployment, and quality improvement.
- Designed AI agents for email drafting, task scheduling, and workflow planning, reducing repetitive manual work.
- Applied statistical, business, and data-quality metrics to guide algorithm selection and deliver production-ready AI solutions.

AI Trainer and LLM Evaluator | Mercor | Oct 2018-Present

- Evaluate and rank AI outputs across coding, reasoning, writing, research, and instruction-following tasks.
- Detect hallucinations, factual errors, safety issues, reasoning failures, and requirement violations using structured criteria.
- Create prompts, annotations, preference rankings, and data-quality assessments for AI training and evaluation workflows.

Software Engineer | Sysintel Inc | Jan 2016-Dec 2022

- Designed and optimized cloud-based backend services with Python and AWS to support reliable software delivery and maintenance.
- Improved API response times by 25% through backend profiling and performance optimization.
- Automated testing pipelines and strengthened reliability through code review, debugging, maintenance, and validation.
- Translated IT requirements into technical specifications and evaluated technologies for software implementation.

SELECTED PROJECTS

AI Code Review System | FastAPI, React, Pytest

- Built a REST review service and React interface with weighted code-quality scoring and historical CSV validation.
- Verified scoring behavior with automated tests; the system differentiated clean code at 10.0 from demonstration code at 7.6.

Road Accident Risk Prediction | Python, CatBoost, Pandas

- Prepared features and validated a CatBoost risk model that achieved an RMSE of approximately 0.0565.

Caseflow QA Tracker | Flask, SQL, Pytest

- Developed a searchable CRUD application for tracking QA cases and validated core workflows with automated tests.

EDUCATION

Full Sail University | 2025-Present

Bachelor of Science in Computer Science, Minor in Data Science | GPA: 3.56

Herzing University | 2018-2023

Bachelor of Science in Human and Health Services, Minor in Statistics | GPA: 3.43

ADDITIONAL TRAINING

BloomTech Full-Stack Web Development (960 hours) | Code the Dream Software Development (220 hours) | WebAIM Web Accessibility | Intuit QuickBooks