Luis Daniel Pambid

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SUMMARY

Forward deployed engineer who solves complex business problems from inside the business, with six years in software and automation. Software engineer for a US managed service provider, where one seat holds a whole delivery function: scoping and estimate through build, deployment and client handover, 1,309 hours across 45 client organizations and 22 projects since 2024, on US Pacific hours. As much of it is inherited as green-field, from a client's decade-old production CRM taken over from its departing engineer to two Jira estates moved into enterprise tenants. Alongside the client work, built the company's automation platform on Azure and the applied LLM systems that run on it, including AI ticket intelligence over the live PSA.

CORE SKILLS

Delivery: statement-of-work scoping and estimation, client-facing delivery and handover, solution architecture and stack selection, platform migrations, inherited-system takeover, technical documentation, monitoring

Languages and frameworks: Python, TypeScript, JavaScript, React, Next.js, Node.js, Electron, PowerShell, Bash, SQL, C#, ASP.NET

Cloud and platform: Azure (Container Apps, Functions, Static Web Apps, Key Vault, API Management), Bicep, Azure DevOps (Repos, Pipelines, Boards), Docker, Entra ID, Microsoft Graph, Microsoft 365, Intune, PostgreSQL, SQL Server

AI and automation: applied LLM integration, retrieval augmented generation (pgvector, embeddings), tool-calling agents and agent architecture, prompt design, structured extraction at volume, anti-hallucination grounding, sentiment analysis and alerting, Model Context Protocol servers, Azure OpenAI, n8n, Power Automate, Power Apps, AI-assisted development (Claude Code, Codex)

EXPERIENCE

Greene Information Systems | Software Engineer / Forward Deployed Engineer | Mar 2024 to Present

Managed service provider, Seattle WA. Software and automation engineer, reporting to the CEO.

- Scoped 22 client engagements for thirteen clients in one repeatable statement-of-work format, and delivered three consecutive solo engagements for one healthcare client, roughly 265 hours, each closed inside its budget.
- Sole developer on a React and Azure intake platform for a telecom reseller's multi-site migration, shipped in eight weeks and 76.53 hours, cut over onto the client's own domain and handed over with its repository, pipeline and documentation.
- Diagnosed an inherited client survey automation that had silently stopped sending, fixed and end-to-end tested it the day after the report, and wrote the client-facing root-cause note that owned the detection gap and proposed monitoring rather than a one-off repair.
- Took over a client's decade-old production CRM from its departing in-house engineer as its only developer, giving the system its first repository, automated deployment and documentation.
- Diagnosed why a bank kept rejecting an inherited refunds automation's payment files and got 284 stranded patient refunds processed and paid, five days after first seeing the system; built the bank-portal monitor that caught the next refusal first.
- Led the cloud-to-cloud migration of an acquired company's Jira instance into a 2,000-seat enterprise tenant, moving 83,722 issues in one production cutover after four rehearsals, three of them full-scope.
- Engineered a manual migration path for 133,331 Jira issues off an unsupported server after the vendor's own tool proved unusable, importing in 24 separately mapped batches with every load written reversible.
- Delivered a client's Raspberry Pi fleet management system solo in 149.5 billed hours, a Power Apps and Dataverse console over live device telemetry, with the hardware bring-up and the operator training alongside it.
- Automated the helpdesk's manual per-tenant checking into a 26-job monitoring platform across 55 Microsoft 365 tenants, reporting into Teams for the desk to action on privileged roles, mailbox quotas and mail; declared in four Bicep files and migrated onto Container Apps in six days.
- Rebuilt the licence billing check the customer success managers run as a React app reconciling ConnectWise, Pax8 and Partner Center, replacing its Power App predecessor.
- Ran engineering hiring on Upwork end to end when the CEO asked, from search through interviews to onboarding, then mentored the developers on scoping, architecture and building React applications to the internal standard, and centralised the team's repositories and pipelines into one Azure DevOps project.
- Proposed, built and operates the company's automation platform on Azure, n8n in queue mode on a hardened VM running five production systems, among them AI ticket intelligence over the live PSA that has gated 2.1 million callback events, so Azure OpenAI extracts a ten-field record per ticket only where a ticket really changed.

- Designed the customer-sentiment escalation loop on top of it, thrice-daily Teams cards to leadership and account management with an acknowledgement webhook so no ticket is raised twice, answered 108 times, so an unhappy customer reaches a manager early rather than days later; and introduced Claude and AI-assisted development to the engineering team unprompted, built the method it develops with, and grew it from one seat to 22 active members while rewriting five internal Power Apps as React on Azure.

YenkoDev | Founder | Jun 2024 to Sep 2026

Registered Philippine software studio, seasonal, run alongside the Greene IS role.

- Founded and ran a registered software studio, scoping, quoting and delivering web, mobile and AI engagements for paying clients, including a fixed-price AI engagement closed in 21 days.
- Held every people decision for about ten paid developers, from interview and rate to ending an engagement, running a weekly review and mentoring through code review in calls and chat.
- Decided the stack, database and application structure and specified the build in the tickets rather than absorbing it: four fifths of the organisation's 4,930 commits were other developers' work, against 411 of 437 issues and 402 of 403 board items written personally.
- Led delivery of a creator content platform across mobile, web and backend for 21 months, shipped it to the Apple App Store and Google Play as its largest committer, and was its sole backend developer for nine months, owning the in-app purchase webhook, payment gateway and creator payout path.

Accenture | App/Cloud Support Senior Analyst | Apr 2022 to Mar 2024

Network Applications Support Engineer, then Network Backlog Engineer, Deploy and Release

- Hired directly into Accenture career level 10, its senior analyst grade, with about fifteen months of prior experience.
- Built, solo, a Python console that replaced a network team's scattered runbooks and tracked 175 recurring compliance tasks.
- Automated monitoring checks, alert triage and credential rotation on two vendor platforms with Python and Selenium, neither having an API, and replaced manual change-window checks with an Azure DevOps pipeline the team adopted.
- Built a change-impact simulator for an enterprise IS-IS core that returned the traffic path, affected devices and backup-route state without logging into every router.

Huawei | NFV/PS Cloud Core Network Engineer | Oct 2020 to Dec 2021

- Automated a telecom operator's Linux security risk assessment in Bash, replacing per-host manual review of OS hardening, PAM, syslog and iptables across a carrier core fleet with one repeatable sweep.
- Directed subcontractors building a telecom core data center on site, and ran cutovers of live traffic under method-of-procedure change control with customer acceptance at each gate.

Independent Freelance | Developer and Electronics Engineer | 2017 to 2020

- Scoped, built and handed over 35 fixed-price projects across seven disciplines for student and small-business clients, designing the electronics and writing the software on top.
- Delivered a Windows patient records and billing system to a dental clinic that went into production holding 840 patients and 2,004 billed treatments.

RECOGNITION

- **Galloping Horse Award**, Huawei, Dec 2021, for the security automation script and a smooth expansion deployment.
- **Network Product Line Achiever**, Accenture, Oct 2023, most closed user stories in Deploy and Release, Network Data.
- Named by a senior colleague in a public recommendation as the engineer who brought AI-assisted development to the team.
- Named in colleagues' own billed time records at four client accounts as their escalation point.

CERTIFICATIONS AND LICENCES

- **CCNP Enterprise** (valid to 21 Nov 2026), **Cisco Certified Specialist, Enterprise Core** (valid to 6 Nov 2026) and **Cisco Certified Specialist, Enterprise SD-WAN Implementation** (valid to 21 Nov 2026), Cisco, Nov 2023
- **Licensed Electronics Engineer**, registered with the Professional Regulation Commission, Philippines, 2022
- Courses: Claude Code 101, Claude 101, Claude Platform 101, Claude Code in Action and AI Fluency Framework and Foundations (Anthropic, 2026); Network Programming and Automation (Network to Code, 2023)

EDUCATION

Mapúa University, Manila | BS Electronics Engineering, Advanced Internet Protocol Networking | 2015 to 2020 | ECE batch top 16, four half scholarships