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## Education

- 2014 – 2016 **Engineering Degree (Electronics, Computer Science and Embedded Systems)**,  
*Grenoble INP Esisar, Valence (26)*
- 2013 – 2014 **Bachelor in Engineering Sciences**,  
*Grenoble INP Esisar, Valence (26)*
- 2011 – 2013 **BTEC Higher National Diploma in Networks and Telecommunications**,  
*IUT de Pau et des Pays de l'Adour, Mont-de-Marsan (40)*

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## Experience

- August 2022 to Present **Senior Software Engineer**, *Qonto*, Paris, France  
Contributing to the development of strategic solutions for international operational and customer support teams.
  - Generative AI customer support solutions: Designed, developed and monitored RAG-based (Retrieval-Augmented Generation) conversational assistants including customer chatbot, Mailbot, and agent assistant tools, leveraging Mistral Large LLM and Mistral Embed for intelligent response generation
  - International tax integrations: Developed connectors with local tax administrations for managing administrative seizures (DGFIP in France, counterparts in Italy and Germany), ensuring compliance and process automation
  - APIs and internal tools: Developed critical back-office APIs for internal teams, including money transfer management and financial operations tracking
  - Unified customer notification system: Maintained a multi-channel platform (email, SMS, Push, WhatsApp via CM Telecom) ensuring reliability and traceability of outbound notifications
  - Tech stack: PostgreSQL, Kafka, Docker, AWS (EKS, S3, SQS), Python, Ruby, Golang, RAG x Mistral AI, Langfuse, Prometheus, Grafana, Zendesk API, Sunshine Conversations, CM Telecom API
- March 2022 to April 2022 **Senior Software Engineer**, *Pledg*, Paris, France  
Maintained existing codebase of the company's SaaS platform (Ecard).
  - Bug fixes for both front-end and back-end
  - Test development
  - Tech stack: PostgreSQL, Python, Heroku, Vue.js, Github, Circle CI
- October 2021 to January 2022 **Software Engineer**, *Salsify (Alkemics)*, Paris, France  
Contribute to the development of the upcoming tender management module of the company's solution in a wide microservice environment.
  - Task estimation following an OKR methodology
  - Development of APIs and cronjobs
  - Development of tests
  - Maintenance of the existing codebase
  - Contribution in making technical decisions in the team
  - Tech stack: MySQL, Python, TS/JS
- October 2016 to October 2021 **Backend Engineer**, *Softbank Robotics Europe*, Paris, France  
Design, documentation, development and validation of multiple services features including user management (staff and customers), robot management (and the services they use to update or install applications regarding their commercial offers).
  - Design of features (writing and review of technical documents)
  - Task estimation following an Agile methodology (Scrum)
  - Development of embedded OSS clients (HTTP and MQTT)
  - Development of REST APIs exposed to various types of clients (humans, robots, services)
  - Development of tests together with QA (Quality Assurance) members
  - Maintenance of legacy code
  - Technical support
  - Tech stack: Python, PostgreSQL, AWS (EC2, EKS, S3, IoT Core, Greengrass), REST APIs, MQTT, WS02

- September 2013 **Apprentice Software Engineer**, *SOLYSTIC SAS*, Bourg-lès-Valence, France  
 My missions were mainly about building simulation and validation tools.
- to July 2016
- Final project was about finding a virtual commissioning solution to validate PLC programs without requiring any hardware The project included a technological watch on PLC emulation solutions, the implementation (design and development) of their interface with SOLYSTIC's sort machine simulator (SOSI). Development performed in C++ and Python.
  - Development, for a subcontractor, of a GUI tool to validate the control system of two shuttle robots that were part of a new unloading system.
  - Implementation of the EtherCAT fieldbus following a technological survey. The mission also namely included development of software models of EtherCAT modules such as I/O modules, and speed controllers.
  - Tech stack: C++, Python, Qt, PLC emulation, EtherCAT
- April 2013 **Intern, then software technician**, *HELILEO*, Saint-Paul-lès-Dax, France  
 to July 2013 Implementation on a modular embedded system (TELIT HE910) of a solution to retrieve (using NTRIP protocol) and post-handle data from DGPS reference stations. The goal of the mission was to monitor mobile machinery in a railway yard.

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## Skills

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| Design                | UML, Design Patterns, Software Design Principles (YAGNI, KISS,...), Layered Architecture   |
| Programming Languages | Python, C/C++, Java, Javascript, Golang, Bash, HTML5, CSS  |
| Frameworks            | Django, Aiohttp, Tornado, Flask, Express.js, Qt, ReactJS   |
| Tools                 | Git/GitHub/Gitlab, Docker/Kubernetes, Vagrant, Ansible, Amazon Web Services (S3, EC2, EKS, ElastiCache, IoT Core, Greengrass...), Kibana |
| Flexibility           | Work alone or in a team  |
| Willingness to learn  | Ready to learn new technologies  |
| Databases             | Postgres, MySQL, MongoDB   |
| OS                    | Linux, MacOS, Windows  |
| French/English        | Read, written, spoken  |

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## Area of interests

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| Side Projects | Building and shipping web applications from scratch: full-stack development, deployment, and product management. Portfolio: <a href="http://jeyfel.fr">jeyfel.fr</a> |
| Drawing       | self-portraits, imaginative, observation, mangas   |
| Music         | Acoustic guitar  |
| Sports        | Bouldering and Football  |