

Gevorg Gasparyan

Senior Full-Stack Engineer — AI Automation & Agentic Systems

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SUMMARY

Full-stack engineer with 6+ years shipping production platforms across CRM, health-tech, capital markets and e-commerce — consistently on distributed, remote teams spanning the UK, US, Denmark, Sweden and Canada. Currently designs and builds production-grade multi-agent AI systems that autonomously plan, reason and execute complex workflows: LLM integration, memory systems and tool orchestration, deployed on cloud infrastructure. Owns delivery end to end, from system design through deployment, monitoring and optimization. Core stack is TypeScript throughout — React on the front end, Node.js and NestJS on the back.

Industries: CRM · Healthcare · FinTech · E-Commerce · Enterprise

CORE SKILLS

AI & Agents	LangGraph · Claude Agent SDK · Claude Code · n8n · GitHub Copilot · LLM tool orchestration · agent memory systems · semantic modeling · data classification · normalization
Languages	TypeScript · JavaScript · Python (Django) · SQL
Frontend	React · Redux · React Query · Tailwind · Material-UI · Ant Design · HTML · CSS · micro-frontend architecture
Backend	Node.js · NestJS · Express.js · REST APIs · GraphQL · microservices · Socket.io · RabbitMQ
Data	PostgreSQL · MySQL · DynamoDB · Redis · TypeORM
Cloud & Infra	AWS (Lambda, DynamoDB) · Google Cloud Platform · Terraform · Git
Testing	Jest
Platforms	Zendesk — custom apps, Help Center, AI integrations

EXPERIENCE

Full-Stack Engineer, Vaimo

May 2025 – Present

Stockholm County, Sweden · Remote

Continuation of the Helphouse.io engineering team following its integration into Vaimo.

- Design and build production multi-agent AI systems that autonomously plan, reason and execute complex customer-care workflows, using LangGraph and the Claude Agent SDK.
- Architect LLM integrations, agent memory systems and tool orchestration, deploying scalable, secure services on cloud infrastructure.
- Deliver bespoke AI integrations inside custom Zendesk applications, extending premium customer-care products well beyond out-of-the-box CRM capability.
- Build tailored Zendesk Help Centers for enterprise clients, tightly coupled to each client's support model.
- Own end-to-end delivery: system design, implementation, deployment, monitoring and ongoing optimization.

TypeScript · Zendesk · LangGraph · Claude Agent SDK · n8n · React · Node.js · Django · GCP

JavaScript Developer, Helphouse.io

Jul 2023 – May 2025

Odense, Region of Southern Denmark · Remote

- Built and customized Zendesk CRM applications and Help Centers, coding client-specific functionality on top of the platform and ensuring clean integration with existing support workflows.
- Owned post-implementation support alongside development — triaging client queries, diagnosing integration failures and resolving technical issues in live customer environments.
- Worked within a distributed, multi-national team, continuously adapting to a fast-moving CRM and AI tooling landscape.

TypeScript · Zendesk · Express.js · React · Node.js

Back-End Developer, Pollin

Oct 2023 – Nov 2024

Toronto, Ontario, Canada · Remote

Canadian health-tech company delivering accessible fertility care through technology.

- Built backend services powering patient-facing iOS and Android apps plus a clinic-staff web portal.
- Implemented appointment booking, doctor availability, schedule templates and test-result delivery.
- Developed specimen-collection tracking and automated cryo-tank management for egg and sperm freezing — regulated, high-integrity clinical workflows where data correctness is non-negotiable.
- Designed microservice boundaries and REST APIs with NestJS and TypeORM over MySQL; covered business logic with Jest.

NestJS TypeScript Node.js MySQL TypeORM Microservices REST APIs Jest

Full-Stack Engineer, Primary Portal

Jul 2022 – Jul 2023

Greater London, United Kingdom · Remote

Equity capital markets platform connecting banks and institutional investors.

- Developed features publishing golden-source deal data directly from banks to institutional investors in digital format — the platform's core value proposition.
- Built a customizable, real-time market-activity overview designed for interoperability with the banks' and investors' existing systems.
- Contributed to ECM workflows engineered for regulatory compliance, accountability and auditability.
- Worked across serverless AWS infrastructure — Lambda and DynamoDB — with Terraform-managed provisioning.
- Recognized by colleagues for depth of code review and pair-programming contribution.

React React Query TypeScript Tailwind AWS Lambda DynamoDB Terraform Node.js

Full-Stack Engineer, Rebud

Jul 2021 – Jun 2022

California, United States · Remote

Online marketplace and white-label ordering/delivery platform (rebud.com, hof.delivery).

- Built and maintained both the admin panel and the white-label e-commerce platform powering product ordering and delivery.
- Implemented and streamlined the ordering-and-delivery pipeline, keeping the experience navigable for customers and administrators alike.
- Delivered GraphQL APIs backed by PostgreSQL, with Redis caching and RabbitMQ for asynchronous messaging.

TypeScript Node.js React GraphQL PostgreSQL Redis RabbitMQ

Full-Stack Developer, IdeaScale

Oct 2020 – Jul 2021

San Francisco, California, United States · Hybrid

Innovation-management platform for crowdsourcing and evaluating ideas (IdeaScale Whiteboard).

- Built idea submission, voting and collaboration features across both front end and back end.
- Implemented real-time collaboration with Socket.io, plus authentication and data-management layers.
- Delivered UI on Material-UI and Ant Design component systems.

React TypeScript Node.js Socket.io Material-UI Ant Design

SELECTED PROJECT

Solo-designed and built · TypeScript monorepo

An AI operator system where users express intent in natural language and agents plan and optimize business operations on top of a deterministic scheduling and workflow engine. Built on a strict safety principle: **AI never mutates state directly** — agents propose plans, the system validates them, and a deterministic engine executes.

- **Execution-safety pipeline:** intent → context builder → planner agent → critic/policy agent → workflow compiler → DAG executor → event store. The policy engine risk-scores every plan (low → critical) and routes it to autonomous, requires-approval, or suggestion-only execution.
- **Deterministic scheduling engine:** 10-minute slot granularity, UTC storage with timezone conversion at the presentation layer, and double-booking prevented via pessimistic locking inside PostgreSQL transactions — modelling employee schedules, breaks, vacations, service durations and buffer times.
- **DAG workflow engine:** idempotent, retryable, fully audited steps with exponential-backoff retry policies and saga-pattern compensation on failure; complete execution history persisted.
- **Agent framework on LangGraph:** scheduling-optimization, cancellation-recovery, conflict-resolution, utilization-optimization and schedule-apply agents, plus a ReAct booking agent operating over a typed tool registry.
- **Natural-language command layer** spanning booking, CRM, catalog, payments, inventory, loyalty, marketing and clinical workflows — gated by a four-tier access-control matrix (client / staff / manager / owner) with per-data-category permissions.
- **Domain breadth — 48 backend modules:** bookings, memberships, subscriptions, gift cards, promo codes, retail POS, inventory, commissions, loyalty, referrals, reviews, analytics, billing, compliance, and a clinical suite (LIS, diagnostic codes, test results, questionnaires, pre-visit intakes).
- **Multi-surface delivery:** Next.js dashboard plus consumer and provider mobile apps (React + Vite, packaged for iOS and Android via Capacitor), over an event-driven core with Socket.IO real-time updates.
- **Engineering rigor:** ~2,000 test suites across the monorepo; modular-monolith DDD boundaries designed for later service extraction; deployed on Vercel and Railway with Dockerized PostgreSQL 16 and Redis 7.

TypeScript NestJS Next.js React LangGraph PostgreSQL Redis TypeORM Socket.IO Capacitor Docker Vercel Railway

EDUCATION

Yerevan State University — BSc, Mathematics and Computer Science

Sep 2014 – May 2020

Armenian Code Academy — Advanced JavaScript, Node.js, Express.js, MySQL

May – Oct 2020

ADDITIONAL

- **Languages:** English (full professional proficiency) · Russian (full professional proficiency)
- **Speaking:** Presented a micro-frontend architecture session to the engineering team at iFix Group
- **Assessments:** Passed LinkedIn Skill Assessments in JavaScript, React.js, Node.js, REST APIs, OOP, Git, HTML and CSS