

JOAQUIN CONCEPCION

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<https://github.com/wokdabat>

<https://joaquinconcepcion.com>

PROFESSIONAL SUMMARY

Sr Network Engineer at Liberty Mutual Insurance with a track record of automating contact-center systems, cutting processes that took hours down to seconds. Graduate of Codecademy's AI Maker and Building Agentic AI Applications programs. Applies the same automation instinct to multi-agent systems, RAG pipelines, and LLM-powered tools built with CrewAI, LangGraph, Claude, and MCP. Focused on turning manual, repetitive workflows into reliable, shippable solutions for knowledge workers.

TECHNICAL SKILLS

AI and Agentic Systems

Multi-agent orchestration, agent workflows, subagent design, scoped context management, RAG (retrieval-augmented generation), hybrid RAG, MCP (Model Context Protocol) server development, LLM integration, prompt orchestration, conflict detection, synthesis pipelines, eval-driven development

AI Tools and Models

Claude (Anthropic), Grok (xAI), OpenAI APIs, Whisper (speech-to-text), CrewAI, LangGraph, FastMCP

Languages

Python, JavaScript, TypeScript

Frameworks and Libraries

FastAPI, Streamlit, Next.js, React, Tailwind CSS, httpx, BeautifulSoup

Automation and Scripting

Python scripting, batch process automation, workflow design, reporting automation, ServiceNow integration, ticket routing automation

Contact Center and Telephony

Zoom Contact Center, Avaya, Twilio, Microsoft Teams, Triton WFM, call queues, role-based profiles, call recording, toll-free number management, telephony migration

Data and Output

Financial signal analysis, trend/momentum/valuation metrics, PDF report generation, Slack-ready report formatting, web content extraction, audio transcription from URL

Frontend and Web

Responsive UI design, component-based architecture, SEO metadata, JSON-LD schema, static site generation

SKILLS USED BY WORK

Liberty Mutual Insurance - Sr Network Engineer

Zoom Contact Center migration

Zoom Contact Center, Avaya workflow parity, call queue design, role-based profile configuration, reporting setup, call recording configuration, workflow design, platform migration, technical documentation, cross-team support

EXL Teams to Twilio migration

Microsoft Teams, Twilio, telephony migration, migration planning, cost optimization, Triton WFM integration, vendor coordination, cutover execution

TFN retirement automation

Python, batch scripting, toll-free number (TFN) management, process automation, DRC/DRTV operations, error handling, time reduction / efficiency gains

Global AXP workflow standardization

Workflow configuration, global variable design, Flash Announcement setup, multi-workflow standardization, configuration management, maintenance reduction

Avaya reporting and Python/ServiceNow automation

Avaya, report design, call-center analytics, Python, ServiceNow integration, ticket reassignment automation, international office provisioning, ITSM workflow improvement

Aurelius Copilot

<https://github.com/wokdabat/aurelius-copilot>

CrewAI, multi-agent systems, hybrid RAG, financial research, market data analysis, cross-checking / validation logic, FastAPI, REST API design, Streamlit, UI prototyping, Python backend development

Blanca

<https://github.com/wokdabat/blanca-alexa>

Grok (xAI), LangGraph, agent orchestration, Whisper, speech-to-text, voice assistant design, Streamlit, conversational UI, multi-modal input (voice and text), custom LLM integration, skill/plugin architecture

Research Orchestrator

<https://github.com/wokdabat/research-orchestrator>

MCP server development, FastMCP, stateful job management, state machine design, subagent coordination (Scope, Source, Conflict, Gap, Synthesis), web search and fetch, content extraction, conflict detection, context trimming, async Python, Claude API integration, tool design for AI clients

Finance Advisors

<https://github.com/wokdabat/finance-advisors>

Claude (Anthropic), Streamlit, data dashboards, equities/commodities/real estate/crypto analysis, trend analysis, momentum signals, valuation signals, reporting agents, PDF export, Slack report formatting, narrative generation

URL Chatbot

https://github.com/wokdabat/url_chatbot

Claude (Anthropic), Streamlit, webpage content grounding, multi-turn conversation, cited answers, URL-based ingestion, question-answering systems

Transcriber

<https://github.com/wokdabat/transcriber>

Audio transcription, URL-based media ingestion, Python tooling, workflow simplification, meeting notes automation

Portfolio Website (joaquinconcepcion.com)

Next.js, React, TypeScript, Tailwind CSS, responsive design, component architecture, project showcase UI, image gallery/slideshow UX, SEO optimization, Open Graph metadata, JSON-LD structured data, Git, GitHub deployment workflow

PROFESSIONAL EXPERIENCE

Sr Network Engineer

Liberty Mutual Insurance

[Dates - add start/end]

Design and automate contact-center systems that keep customer-facing teams

running. Known for identifying slow, manual processes and replacing them with fast, reliable automation.

- Zoom Contact Center migration: Introduced to the platform and, within about a week, designed workflows replicating Avaya functionality (call queues, role-based profiles, reporting, call recording). Became the team's go-to resource for the platform.
- EXL Teams to Twilio migration: Led the migration to realize annual cost savings and strengthen ties with Triton WFM.
- TFN retirement automation: Wrote a script to retire 300+ DRC/DRTV toll-free numbers, cutting a batch process from hours to seconds.
- Global AXP workflow standardization: Implemented a single global Flash Announcement variable across six workflows for consistent configuration and lower maintenance.
- Avaya reporting and Python/ServiceNow automation: Designed two Avaya reports for call-center visibility; built Python automation to add international offices and streamline ServiceNow ticket reassignment.

SELECTED AI PROJECTS

Aurelius Copilot

<https://github.com/wokdabat/aurelius-copilot>

Built a multi-agent CrewAI system with hybrid RAG that researches, cross-checks, and drafts financial analysis through a FastAPI backend and Streamlit UI, replacing manual stitching of market data, filings, and news.

Blanca

<https://github.com/wokdabat/blanca-alexa>

Built a voice/text assistant powered by Grok (xAI) with LangGraph orchestration and Whisper speech-to-text in a Streamlit interface, allowing custom LLM choice and skills beyond off-the-shelf voice assistants.

Research Orchestrator

<https://github.com/wokdabat/research-orchestrator>

Built a stateful MCP server with five coordinating subagents (Scope, Source, Conflict, Gap, Synthesis) that any agent can call as a shared research brain, with built-in conflict detection and context trimming.

Finance Advisors

<https://github.com/wokdabat/finance-advisors>

Paired a Claude-powered reporting agent with Streamlit dashboards that compute trend, momentum, and valuation signals across equities, commodities, real estate, and crypto, exporting PDFs and Slack-ready reports.

URL Chatbot

https://github.com/wokdabat/url_chatbot

Built a Streamlit tool powered by Claude for multi-turn conversation grounded in a given webpage's content, delivering cited answers without reading the full page manually.

Transcriber

<https://github.com/wokdabat/transcriber>

Built a tool that transcribes audio directly from a URL, eliminating download-then-transcribe busywork for meeting recordings and shared audio links.

(See SKILLS USED BY WORK section above for skills tied to each project.)

EDUCATION

A.S. Computer Science

A.S. Information Technology

[Institution and dates - add if desired]

CERTIFICATIONS

AI Maker: Learn to Build with AI Tools - Codecademy

Building Agentic AI Applications - Codecademy

CURRENTLY LEARNING

Multi-agent orchestration and eval-driven development