

# ALEXIS REBOLLEDO NAVA

## AI Solutions & Automation Engineer

Estado de México, MX · Available as an independent contractor · Full U.S. business-hours overlap (CST)

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### SUMMARY

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Computer Engineer with 10 years in enterprise infrastructure and reliability engineering, now building and operating AI systems in production. I automate the repetitive, high-volume work companies burn headcount on - support triage, document Q&A, reporting, data entry. Former Nutanix Systems Reliability Engineer, so I bring production discipline (observability, cost control, failure analysis) to a field where most practitioners have never kept a system running at 3am. Native English and Spanish.

### WHAT I BUILD FOR COMPANIES

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- **AI knowledge systems (RAG)** - Internal Q&A over company docs, SOPs, and support history. Clients edit the source; answers update instantly, no redeployment.
- **Business process automation** - Multi-step workflows across the tools a company already pays for. Ticket routing, lead intake, report assembly, cross-system sync.
- **Production reliability for AI apps** - Tracing, cost tracking, and eval suites. LLM failures are silent: a confident wrong answer returns HTTP 200 and logs nothing. I instrument systems so regressions get caught before customers find them.
- **Automated content pipelines** - Script generation, voice synthesis, AI image/video generation, and programmatic assembly, end to end.

### EXPERIENCE

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#### Independent AI & Automation Consultant - Freelance, Remote

Jun 2024 – Present

- Built AI knowledge systems that let clients update a source document and have answers update instantly, with no redeployment.
- Automated repetitive client workflows, removing manual data entry and handoffs.
- Architected an end-to-end automated video production pipeline - script generation, voice synthesis, AI scene generation, assembly, and QA - cutting a three-day manual process to roughly four hours.
- Deployed and maintain two production client sites on Cloudflare Pages, owning build, deployment, and DNS - temazcal-zumpango.pages.dev and draparra-salud-bucal.pages.dev.
- Selected AI models across Claude, GPT, Gemini, and Grok by task fit, latency, and cost rather than defaulting to one vendor.
- Delivered senior technical support to Burger King and Little Caesar's franchise locations across 20 sites.

#### Systems Reliability Engineer II - Nutanix, Remote

May 2022 – Jun 2024

- Resolved escalated customer issues across virtualized enterprise infrastructure, handling roughly 80 cases per month with about a third at P1/P2 severity.
- Performed root cause analysis on production incidents spanning hypervisor, storage, networking, and application layers.
- Developed internal tooling to scale field deployment and auto-support infrastructure, cutting roughly 3 hours of manual effort per day.
- Analyzed the installed customer base proactively to identify at-risk deployments before customer impact.
- Partnered with development engineering to drive product changes based on field data.
- Authored internal and customer-facing knowledge base articles covering cluster upgrade failures and storage latency.

#### Technical Support Specialist - Omnitracs, Remote

Feb 2020 – Apr 2022

- Delivered L1/L2 support across fleet telematics hardware and software for enterprise customers.
- Owned cases end to end through resolution, maintaining 90%+ customer satisfaction.
- Configured remote access solutions and led IT onboarding for new enterprise clients.

### **Tech Support Analyst - Tech Mahindra, Remote**

Mar 2019 – Jan 2020

- Supported US enterprise clients under strict real-time resolution targets.
- Supported mobile device fleets and the Target fulfillment platform.

### **Project Manager - Skinny IT**

Feb 2018 – Dec 2018

- Managed IT project delivery from scoping through implementation, owning delivery across 11 client accounts and coordinating technical resources and client communication.

### **Technical Support Analyst - Neovia Logistics**

Mar 2017 – Dec 2017

- Administered account budgets and financial tracking for logistics IT, including warehouse systems for Ford.
- Supervised the dispatch team and served as first point of contact for client requests.
- Built Excel and Visual Basic automation for budget, inventory, and earnings reporting.

## **TECHNICAL SKILLS**

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**AI & LLM** - Anthropic Claude (API, Model Context Protocol servers, Agent Skills), OpenAI GPT, Google Gemini, xAI Grok, Perplexity; prompt engineering, structured outputs, tool use, prompt caching, cost optimization

**RAG & Retrieval** - Vector databases (pgvector, Pinecone, Qdrant), embeddings, chunking, semantic search, re-indexing pipelines

**Automation & Agents** - n8n, Zapier, Make; agent orchestration, API and webhook pipelines

**AI Observability** - LLM tracing and evals (Langfuse), cost and latency monitoring, regression testing

**Generative Media** - AI image and video generation, TTS (ElevenLabs), automated assembly (FFmpeg, Remotion)

**Cloud & Infrastructure** - AWS, Azure, GCP, Cloudflare Pages/Workers; Linux, Windows; Nutanix AHV, VMware, Citrix; Docker

**Programming** - Python, PowerShell, SQL, Oracle, Java, Visual Basic; Git, Postman, REST APIs

**Platforms** - ServiceNow, Salesforce, SAP, Zendesk, Active Directory, Okta, Microsoft 365

**Networking** - LAN/WAN, Wi-Fi, VPN, Cisco, DNS

**Languages** - English (native - raised and educated in the United States), Spanish (native)

## **EDUCATION**

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**B.S. Computer Engineering** - Universidad Lucerna

## **CERTIFICATIONS**

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- Nutanix Certified Master - Multicloud Infrastructure (NCM-MCI)
- Microsoft Technology Associate - Network Security Fundamentals; SQL Database Administration; Web Design Fundamentals
- Scrum (Udemy); Project Management (Udemy)