

Malik Gore

AI Solutions Engineer · Conversational AI · Contact Center Automation · Telecom & Communications Systems

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PROFESSIONAL SUMMARY

AI Solutions Engineer with 20+ years of experience designing, implementing, and supporting enterprise communication systems, contact center platforms, cloud infrastructure, and automation solutions.

Combines deep expertise in telecom and customer-experience technology with modern AI development — AI agents, conversational AI, workflow automation, RAG systems, LLM integrations, and full-stack application development.

Proven history of leading complex technical initiatives at **LogMeIn**, **NICE inContact**, **Iron Bow Technologies**, **XANT.ai (InsideSales.com)**, **Seekwell**, and **CSS Corp**. Bridges business requirements, customer experience, software engineering, and AI automation to deliver scalable solutions that reduce operational cost, improve efficiency, and enhance customer engagement.

Currently seeking roles as **AI Solutions Engineer**, **AI Automation Engineer**, **Conversational AI Engineer**, **Contact Center AI Engineer**, or **AI Integration Specialist**. Also available for select consulting engagements.

CORE EXPERTISE

AI & Automation

AI Agents · Multi-Agent Systems · CrewAI · Conversational AI · Retrieval-Augmented Generation (RAG) · Prompt Engineering · AI Workflow Automation · OpenAI APIs · LLM Integrations

Software Development

Python · JavaScript · TypeScript · Node.js · Express · Flask · React · React Native · REST APIs · Full-Stack Development

Cloud & Data

AWS · Microsoft Azure · Oracle Cloud Infrastructure (OCI) · Supabase · PostgreSQL · MySQL · Microsoft SQL Server

Communications & Contact Center

Cisco Unified Communications · UCCE · UCCX · Finesse · SIP · VoIP · Twilio · Asterisk · Contact Center Automation · SMS/MMS · IVR · Workforce Optimization

DevOps & Infrastructure

Linux · Ubuntu · Docker · Git · Apache · Nginx · CI/CD · Network Engineering · System Integration

PROFESSIONAL EXPERIENCE

Telecom Engineer II — Seekwell

2022 – Present

- Design, deploy, and support enterprise communication infrastructure and contact center environments.
- Lead troubleshooting across voice, SIP, networking, cloud, and customer experience platforms.
- Partner with engineering and business stakeholders to improve operational efficiency and service reliability.
- Develop automation solutions that streamline support operations and reduce manual workloads.
- Support modernization initiatives involving cloud services, APIs, and emerging AI technologies.

NOC Manager — CSS Corp

2021 – 2022

- Managed network operations teams supporting enterprise communication and infrastructure platforms.
- Directed incident response, escalation management, and service restoration activities.
- Improved operational processes through automation and workflow optimization.
- Coordinated cross-functional teams to maintain service availability and performance.

Senior Telecom Engineer — XANT.ai (InsideSales.com)

2016 – 2021

- Supported large-scale telecommunications and contact center infrastructure.
- Integrated communication technologies supporting sales and customer engagement platforms.
- Automated operational processes and system monitoring workflows.
- Collaborated with engineering teams on platform enhancements and customer-facing solutions.

Field Network Engineer — LogMeIn

2014 - 2016

- Designed and supported enterprise networking and communication solutions.
- Performed advanced troubleshooting across network and voice environments.
- Worked directly with customers to implement and optimize business-critical systems.
- Delivered technical leadership for high-visibility deployments and escalations.

NOC Engineer — NICE inContact

2013 - 2014

- Supported cloud contact center infrastructure serving enterprise customers.
- Troubleshot voice, routing, network, and platform issues.
- Partnered with internal engineering teams to improve platform stability and customer experience.

Senior Network Technician — Iron Bow Technologies

2011 - 2013

- Implemented and supported enterprise networking and communications infrastructure.
- Participated in large-scale deployments for commercial and government customers.
- Provided advanced troubleshooting and technical support across multiple technologies.

SELECTED AI & AUTOMATION PROJECTS

Chatyra Service

Multi-tenant SaaS giving small home-service contractors an AI receptionist (voice + SMS), dispatch and scheduling, a field-tech mobile app, inventory management, and customer-marketing automation. Delivered as a web dashboard, an embeddable widget, WordPress/Shopify plugins, and a mobile app — all sharing one Next.js + Postgres backend.

Stack: Next.js, Node.js, Postgres, Twilio, OpenAI, WordPress, Shopify, React Native.

Agentic AI Chat App

Enterprise multi-agency chat platform with specialized AI agents for Finance (live stock data), Healthcare (FDA database), and HR. RAG-powered responses, sentiment analysis, and an analytics dashboard.

Stack: Angular 17, Node.js, TypeScript, OpenAI, Supabase, RAG, Real-time APIs.

AI Contact Center Automation Platform

Designed AI-powered communication workflows integrating voice, chat, SMS, and automation technologies to improve customer engagement and operational efficiency.

Stack: OpenAI, Node.js, Twilio, REST APIs, AI Agents.

Multi-Agent AI Systems

Built agentic workflows capable of research, task execution, content generation, workflow orchestration, and business process automation.

Stack: CrewAI, Python, OpenAI, RAG.

AI-Powered Customer Engagement Solutions

Developed AI-driven solutions for customer service, lead generation, appointment scheduling, and conversational automation.

Stack: OpenAI, Twilio, Node.js, Supabase.

Full-Stack SaaS Applications

Designed and deployed modern web and mobile applications integrating AI, payments, authentication, databases, analytics, and workflow automation.

Stack: React, React Native, Node.js, Stripe, Supabase, PostgreSQL.

CERTIFICATIONS

- Oracle Cloud Infrastructure (OCI) AI Foundations
- Google AI Essentials
- Cisco DevNet Associate
- ITIL Foundation
- CompTIA A+
- CompTIA Network+

EDUCATION

Associate Degree — Computer Science

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