

John Anastacio

AI Solutions Engineer — RAG Pipelines, AI Automation & Data-Grounded Systems

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● PROFESSIONAL SUMMARY

AI Solutions Engineer bringing a decade of enterprise infrastructure and presales solutions experience into AI and data systems. Designs and builds RAG pipelines, AI agents, and end-to-end automation where **data integrity is the design goal**: source-cited retrieval, failure-path testing, confidence-gated learning, and vector stores kept in sync with their source documents. Owns the full solutions-engineering path — discovery, scoping, architecture, build, documentation, and handover — and delivers systems that stay reliable after launch.

● CORE SKILLS

AI & RAG SYSTEMS	RAG architecture, dual-retriever design, prompt engineering & failure-path testing, agent escalation & confidence gating, OpenAI · Claude · Gemini (Vertex AI)
DATA & PIPELINES	Pinecone & vector stores, Supabase · Postgres, embedding/ingest pipelines with CRUD sync, API & webhook integrations, n8n · Zapier · Make
SOLUTIONS ENGINEERING	Discovery & requirements scoping, architecture design & sizing, proof-of-concept builds, client-facing presales
GOVERNANCE & OPS	Change management, SLA management, SOPs & runbooks, documentation-first delivery, Google Workspace

● SELECTED AI & DATA PROJECTS

Dual-RAG Support Agent + Knowledge-Base Pipeline

n8n · Google Vertex AI (Gemini) · Pinecone · Google Drive

- Built an automated support agent that answers only from an authoritative knowledge base, using dual Pinecone retrievers (company docs + self-learned Q&A), with human escalation for hard cases and new answers learned only behind a **confidence gate**.
- Built a Drive-watch CRUD pipeline that upserts and deletes vectors via the Pinecone REST API as source documents change — the knowledge base stays synced with the source of truth, so answers do not drift as docs evolve.
- Result: a self-maintaining, escalation-safe agent, validated in mock runs; go-live pending index and configuration.

RAG Agent Integrity Testing — failure-path test protocol

n8n · Pinecone · Gemini · NVIDIA NIM

- Designed a system prompt and test protocol targeting the inputs that break retrieval systems: off-topic queries, empty retrieval, partial/low-confidence retrieval, and citation-bait. **All four cases held** — the agent refused cleanly, named what it could not confirm, and never answered from outside the corpus.
- Verified cited provisions against the source documents: the citations returned were real, not plausible-looking.
- Ran the same prompt and tests on two model families (Gemini, NVIDIA NIM) with consistent behavior — the retrieval logic, output limits, and citation checks are model-agnostic.

Document Intelligence RAG System (legal firm)

n8n · Pinecone · Supabase

- AI knowledge base answering plain-English questions over **1,000+ indexed pages** with source-cited, audit-ready outputs on every query.
- Reduced research time per query by **71%**, with sub-3-second average responses.

CRM Auto-Enrichment Pipeline

Zapier · GoHighLevel · GPT · Apollo

- Inbound contacts arrive via webhook, are enriched and pre-qualified automatically, and land in the CRM with a sales brief and welcome email already sent **before first human touch**.
- Also built: a Slack-triggered job-scraping and resume-tailoring pipeline (n8n + NVIDIA NIM) running end-to-end hands-off.

● PROFESSIONAL EXPERIENCE

Presales Solutions Engineer · Concentrix

Feb 2018 – Mar 2026 · Philippines

- Translated client business requirements into cost-effective infrastructure architectures across network security, compute, and storage — the **discovery-to-design motion** now applied to AI systems.
- Designed data-storage architectures on HPE MSA, StoreEasy, and StoreEver with NAS/SAN interoperability, sized for clients' data growth and future scale.
- Scoped and recommended network architectures using Fortinet, Palo Alto, and Ruckus; designed server platforms on HPE ProLiant/Apollo (Gen10–Gen10 Plus v2); supported VMware vSphere/vSAN and Windows Server deployments from targeted upgrades to full-scale migrations.

Windows System Administrator · Hewlett Packard Enterprise

Apr 2016 – Jun 2017 · Taguig

- Managed enterprise IT operations across incident, change, and project management within strict SLAs in a multinational data center environment.
- Authored detailed change requests and led end-to-end implementation aligned to approved plans — the same **change discipline** now applied to production automations.
- Executed server build projects with pre-deployment quality checks (RTPA), handled high-severity incidents with international teams, and developed runbooks to standardize procedures.

● EDUCATION & TRAINING

B.A.Sc., Electrical, Electronics & Communications Engineering · Polytechnic University of the Philippines

2010 – 2015

RIM Bootcamp — System Administration Training · Fujitsu Philippines Global Delivery Center

2015