

James Vandermost

Conversational AI Lead

Buena Park, CA | jimivandermost@gmail.com

linkedin.com/in/james-vandermost | jamesvandermost.com

Professional Summary

Conversational AI Lead at Onix, a Google Cloud Premier Partner, delivering enterprise virtual agents through engagements contracted directly by Google and in close collaboration with Google teams. Manage 10 direct reports with responsibility for hiring, performance reviews, coaching, and delivery oversight. Delivered solutions for Verizon and T-Mobile, including a Verizon deployment achieving over 80% containment and 97% datastore response accuracy in production. Technical expertise includes Google Cloud conversational AI, Dialogflow CX, Customer Experience Agent Studio (CXAS), and Python middleware on Cloud Run.

Professional Experience

Onix | Google Cloud Premier Partner

Conversational AI Lead | August 2024-Present

- Lead delivery on engagements contracted directly by Google through Onix, working closely with Google teams and enterprise customers.
- Manage 10 direct reports, owning hiring, performance reviews, and coaching while guiding technical execution and production readiness.
- Own virtual agent delivery for enterprise telecommunications clients, including Verizon and T-Mobile, combining hands-on implementation with oversight of project engineers.
- Delivered a Verizon virtual agent solution achieving over 80% containment and 97% datastore response accuracy in production.
- Took over a delayed T-Mobile virtual agent project, corrected the existing agent implementation, and brought the solution into production by the required deadline.
- Build agents in Dialogflow CX and CXAS and review engineers' code and implementations to ensure production readiness.
- Develop Python middleware on Cloud Run to integrate virtual agents with customer APIs and implement custom business logic.

Conversational AI Engineer | December 2023-July 2024

- Delivered conversational AI implementations on engagements contracted directly by Google through Onix, collaborating closely with Google teams.
- Built data loss prevention (DLP) templates and enhanced English and Spanish translation for Home Depot using custom Python.
- Advised Albertsons on conversational AI improvements to increase containment and improve intent recognition.
- Delivered a fully generative conversational experience for Gusto using Dialogflow CX playbooks.

Onix continued

Principal Cloud Engineer | November 2022-November 2023

- Migrated a customer from colocation to Google Cloud, including a MariaDB-to-Cloud SQL migration and application redeployment under HIPAA constraints.
- Deployed Prisma Cloud across a customer's Google Cloud environment using Ansible for Compute Engine instances and Helm charts for Kubernetes clusters.
- Migrated internal service management from Freshdesk to Jira and retired legacy applications.

Senior Cloud Managed Services Engineer | July 2021-November 2022

- Helped establish the managed services practice using agile delivery methods.
- Built an ETL pipeline using Cloud Functions, Cloud Storage, and BigQuery to receive, process, and exchange files through SFTP.
- Implemented Google Cloud log ingestion into Splunk using Dataflow, Pub/Sub, and Terraform.
- Supported presales discussions as a technical subject matter expert and maintained customer cloud reliability against service-level commitments.

iHerb

Support Engineer II | April 2021-July 2021

- Led the team responsible for migrating monitoring from PRTG to LogicMonitor.
- Automated monitoring reports and network connectivity checks using Google Apps Script and PowerShell.

Support Engineer I | May 2019-April 2021

- Supported AWS and Google Cloud environments and monitored GKE and EKS clusters for reliability.
- Developed Python regression tests to verify system integrity after deployments.
- Expanded infrastructure monitoring through Datadog, PRTG, and LogicMonitor.

Biometrics4ALL

Support Engineer I | September 2017-May 2019

- Provided remote and onsite support for LiveScan systems and maintained customer relationships.
- Configured systems to support NIST and CJIS compliance requirements and created security certificates for government agencies.

MUFG Union Bank

PC Client Engineering Intern | May 2016-December 2016

- Led a team responsible for software remediation across the bank's computers.
- Developed automation to identify noncompliant computers and remediate missing antivirus or encryption.

Skills

Leadership and delivery: People management, hiring, performance reviews, coaching, enterprise customer engagement, technical delivery oversight, production readiness

Conversational AI: Gemini Enterprise for Customer Experience (GECX), Dialogflow CX, Customer Experience Agent Studio (CXAS), virtual agent development, API integration

Engineering and cloud: Python, Cloud Run, Google Cloud, BigQuery, Cloud Functions, Pub/Sub, Terraform, Kubernetes, AWS, PowerShell

Education

Bachelor of Science in Computer Science

California State University, Fullerton | 2017