

JOSEPH BERGIN

McKinney, TX • 469-408-7812 • josephsbergin@gmail.com • linkedin.com/in/joseph-bergin-83b727254/

WORK EXPERIENCE

AI Engineer | JPMorgan Chase — Wealth Management | Plano, TX

February 2025 – Present

- Designed and built a centralized OpenSearch vector store with a RESTful API layer, serving as shared retrieval infrastructure for many WM AI agents.
- Provided technical leadership for a team of four engineers, reviewing designs, answering implementation questions, and unblocking key decisions.
- Independently designed, built, and deployed a RAG agent on Google's ADK framework to answer investment questions for over 1,000 financial advisors.
- Built a hybrid regex + LLM batch scoring pipeline and fine-tuned LLM classification prompts to reindex hundreds of millions of OpenSearch documents; cutting costs, reducing latency, and improving retrieval precision.
- Owned all feature development and deployment decisions as SME for a second production RAG agent, and led full knowledge transfer during a cross-team handoff.

Co-Founder | Akoe | Remote

January 2024 – December 2025

- Co-founded Akoe, an LLM-powered quality assurance platform for grading and reviewing customer service calls, growing it to a company sale for \$250K.
- Built the core grading engine that scored agent performance against customizable, admin-defined benchmarks, automating manual call review.
- Designed automated summary and insights reporting that surfaced call quality trends and actionable recommendations for agents and managers.
- Deployed the full-stack application (Next.js/TypeScript, Python, AWS) and owned the AWS infrastructure powering the platform's LLM grading pipeline.

Software Engineer | JPMorgan Chase — Debit Tech | Plano, TX

June 2024 – August 2024

- Designed and implemented a scalable pipeline for consuming near-real-time events using AWS Lambda and AWS Glue, enabling low-latency data ingestion for downstream analytics.
- Provisioned and managed AWS infrastructure using Terraform, establishing repeatable, version-controlled deployments for the team.

Software Engineer | JPMorgan Chase — Consumer Banking | Plano, TX

June 2023 – August 2023

- Implemented Spring Boot REST endpoints to transform and reconcile third-party API data, and authored Liquibase migration scripts to manage schema changes on production SQL databases with zero downtime.

PROJECTS

LLM Causal Reasoning Research 2024 – Present

- Designed prompt engineering experiments across GPT-3.5, Gemini, and Llama 3 to evaluate causal-vs-effect reasoning; classified causal direction in Yelp reviews, surfacing systematic model biases.

TECHNICAL SKILLS

Languages: Python, SQL, Next.js/React TS, Java

AI / ML Frameworks: Google ADK, LangChain, LangGraph, RAG Pipelines

Cloud & Infrastructure: AWS, Terraform, OpenSearch (Elastic Search)

Certifications: AWS Certified Cloud Practitioner

EDUCATION

University of Arkansas — Fayetteville, AR

B.S. in Honors Computer Science | Minors: Data Analytics, Mathematics | Summa Cum Laude

Graduated December 2024