

Zachary Zager

Principal AI Systems Engineer

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Production systems engineer with deep AI expertise: Agentic workflows, multi-model LLM routing, and the infrastructure to run systems reliably at scale. Ships end-to-end, from application and API development through AWS, Terraform, Docker, CI/CD, and observability.

Technologies

- **AI & Intelligent Automation:** OpenAI API, Anthropic API, Claude Code, v0, LLM Routing/Orchestration, Agentic Workflows
- **Cloud & Infrastructure Architecture:** AWS (EC2, ECS, EKS/Kubernetes, Lambda, Route 53, RDS, IAM, VPC, ASG, ELB, GovCloud), Terraform, Docker, Linux/UNIX, CI/CD (GitHub Actions, CircleCI, Jenkins), Ansible
- **Backend Systems & Languages:** Python, Ruby on Rails, Node.js, WebRTC, WebSockets, Flutter, Supabase, Bash, PostgreSQL/MySQL, Redis, Nginx/Apache, Telemetry/Observability (Grafana, Prometheus, Datadog/CloudWatch)

Experience

Becoming - Remote *Principal AI & Systems Architect* - 2025-present

- **AI Application Engineering:** Architected and deployed production-ready autonomous agentic workflows and LLM API integrations across a multi-model ecosystem. Engineered a custom LLM analytics and observability pipeline, schema-designing a data store to track query latency, model performance, and token consumption visualized via Grafana dashboards; implemented model-routing logic that reduced API overhead costs by 40%.
- **Systems Architecture:** Designed high-throughput cloud infrastructure topologies to support scale, provisioning all AWS resources using Terraform (IaC). Built automated GitHub Actions CI/CD pipelines to continuously build and deploy AI-enhanced mobile applications to Apple and Android marketplaces on git push.
- **Technical Ownership:** Functioned as the lead architect and core engineer within a nimble 2-person team to design and build platform enhancements from scratch. Owned all critical architectural decisions, selecting and implementing a containerized Python and Docker backend stack hosted on AWS ECS to guarantee high availability and low-latency LLM responses.
- **Core Tech Stack:** OpenAI, Anthropic, Google (multi-model), DeepSeek, Python, Docker, AWS ECS, Terraform, GitHub Actions, Grafana.

ReachWell / FlyerConnect - Remote *Principal Engineer / CTO* - 2021-2025

- **Cloud Infrastructure:** Architected and deployed secure, high-availability AWS infrastructure and automated CI/CD pipelines to support enterprise applications.
- **Backend Execution:** Owned core backend software development, writing scalable code and scripts to guarantee platform speed, security, and quality.

- **AI-Assisted Development:** Leveraged cutting-edge AI development tools (Claude Code, v0, GitHub Copilot) to accelerate rapid prototyping, code refactoring, and full-stack feature deployment.
- **Mobile Systems:** Architected and built a cross-platform mobile video chat application using Flutter, WebRTC, and WebSockets; implemented Supabase for secure user authentication, relational database storage, and S3-integrated media management.

Legalpad - Remote **Principal Systems Engineer** - 2019-2021

- **Cloud Operations:** Owned end-to-end DevOps and Cloud Operations, establishing infrastructure-as-code patterns and ensuring 99.9% availability for the entire organization.
- **Observability & Monitoring:** Designed and scaled production monitoring infrastructure using Jenkins, Sensu, Graphite, and Grafana; built custom telemetry dashboards that improved system uptime and tracked critical business metrics.
- **CI/CD & Migrations:** Architected and deployed a fully automated CI/CD pipeline using CircleCI, migrating a monolithic Ruby on Rails application to AWS Elastic Beanstalk across multiple high-availability environments.
- **API Integrations:** Engineered robust API integrations for HubSpot, QuickBooks, and DocuSign using Python and Ruby, automating core business data flows and reducing manual processing time.

Blueprint/Craftsy - Denver, CO **Senior DevOps Engineer** - 2018-2019

- **Infrastructure as Code:** Built redundant, self-healing AWS infrastructure topologies using Terraform, Docker, Puppet, and AWS ECS to guarantee high availability.

Massroots - Denver, CO **Sr. DevOps Engineer** - 2017

TrackVia - Denver, CO **Sr. DevOps Engineer** - 2015-2016

GNIP - Boulder, CO **Operations Engineer** - 2012-2014

American Museum of Natural History - New York City, NY **Planetarian** - 2007-2008

Education

University of Denver - Master of Business Administration (Executive Program)

Upper Iowa University - Bachelor of Science: Business