

# Andrew Panettiere

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## EDUCATION

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### OREGON STATE UNIVERSITY

Bachelor of Science in Computer Science, Minor in Business

GPA: 3.5 | Relevant Coursework: Data Structures and Algorithms, Databases, Software Engineering, Operating Systems

Corvallis, OR

2026

### SANTA FE COLLEGE

Associate of Arts

Gainesville, FL

2022

## EXPERIENCE

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### DATEL SOFTWARE SOLUTIONS

June 2025 - Present

#### APPLICATION ENGINEER

- Architected and shipped a production AI analytics pipeline integrating the AssemblyAI API to transcribe phone calls, compute confidence-weighted per-speaker sentiment scores via a two-phase async Python worker, perform fuzzy topic matching with PII redaction, and surface results across five real-time business intelligence reports.
- Designed and deployed a self-hosted AI POC on AWS EC2 evaluating Whisper large-v3, pyannote.audio, RoBERTa, and Llama 3.2 3B as a multi-model pipeline, producing a full cost and accuracy analysis against AssemblyAI across transcription, sentiment, summarization, and topic detection.
- Integrated Claude API and OpenAI API into production workflows and evaluated open source LLMs including Llama and Whisper across multiple platforms; currently developing an MCP (Model Context Protocol) proof of concept connecting Claude to a proprietary telephony call analytics database, enabling Claude to autonomously query call data and generate structured business reports as an agentic workflow.
- Built customer-facing SaaS features using Angular, React, Next.js, Python, and FastAPI in Agile sprint cycles, including a sentiment timeline UI with click-to-see audio playback and per-speaker sentiment visualizations.
- Managed Dockerized environments, SQL/MySQL schema design and optimization, REST API development, and CI/CD pipelines via GitHub Actions across Google Cloud and AWS infrastructure.

## PROJECTS

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### CLOUDSWEET RESELLER DASHBOARD

 Next.js, Python, AWS S3, CloudFront, Amazon Aurora, EC2, REST APIs, JWT

- Designed and built a reseller portal deployed on AWS S3 and CloudFront backed by Amazon Aurora, enabling resellers to authenticate, view customer accounts, access customer sites via secure short-lived impersonation tokens, and track transcription hours and usage across all managed sites.
- Architected reseller-specific REST API endpoints, a pricing calculator, and an admin reporting portal for internal accounting teams, implementing JWT authentication and secure token generation for the Login as Customer feature.

## SKILLS

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- **Languages:** Python, JavaScript, TypeScript, SQL, HTML, CSS
- **Frameworks and Libraries:** React, Next.js, Angular, FastAPI, Node.js, Tailwind CSS
- **AI and LLM:** Claude API, OpenAI API, AssemblyAI, Whisper large-v3, Llama 3.2, RoBERTa, pyannote.audio, sentiment analysis, speech transcription, multi-model pipeline design, agentic workflows, OpenAI Codex
- **Cloud and Infrastructure:** AWS EC2, S3, CloudFront, Amazon Aurora, Google Cloud, Docker, GitHub Actions, CI/CD
- **Databases:** Amazon Aurora, MySQL
- **Tools and Platforms:** Git, GitHub, REST APIs, WebSockets, Agile/Scrum
- **Additional:** Fluent in Spanish (written and spoken), Business Minor