

# Bryner Gatchalian

brynergatchalian77@gmail.com | +639157355692 | [linkedin/brynergatchalian](https://www.linkedin.com/in/brynergatchalian) | [github/bpgatchalian](https://github.com/bpgatchalian)

## Technical Skills

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- **Technical Skills:** Python, FastAPI, MySQL, Streamlit, Git, OpenAI/Google Gemini/Anthropic API, TypeScript, ETL Pipelines, Automations, API Integrations
- **DevOps:** Docker, Grafana, Prometheus, Nginx, Github Actions, PM2, Linux Ubuntu, AWS
- **Additional Skills:** Research & Development, System Architecture, Strong problem-solving skill, Conversational Voice AI R&D

## Work Experience

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AI Engineer

*July 2023 - Present*

S.P. Madrid & Associates - Quezon City, Philippines

- Led development of an AI-Powered Call Quality Assurance system to evaluate 100% of call recordings, resulting in improvement in call resolutions, enhancing compliance, mitigating risks, and optimizing training processes
- Ongoing research & development for Conversational Voice AI Agent.
- Created automations and pipelines to facilitate development and deployment
- Improved AI system scalability and performance
- Bridged business requirements and technical solutions to drive results

IT Administrator

*May 2019 - June 2023*

Lofoten Trading Corp. (formerly QSL Wireless), Pangasinan, Philippines

- Managed and maintained company data, technological infrastructure, and network systems across all branch locations.
- Provided technical support, troubleshooting, and remote assistance for desktop systems, servers, and hardware.
- Delivered regular sales updates and ensured data accessibility, reliability, and timeliness for upper management.
- Developed sales reporting applications using VB.Net with Microsoft Access and automated tasks with Excel Macros and VBA.
- Designed graphics and layouts for marketing and advertisements.

## Education

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University of Luzon

*Bachelor of Science in Information Technology*

- Awards & Achievements: Outstanding Leadership Award, Outstanding Student Award, College Dean's Lister, Academic Scholar, College Organization President

## Certifications

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- Foundations of Prompt Engineering, Amazon Web Services (AWS) - February 2024
- Introduction to Generative AI, Google, October 2023
- IBM AI Foundations for Business Specialization, IBM - October 2023
- The AI Ladder: A Framework for Deploying AI in your Enterprise, IBM - October 2023