Marcus Ellison

Applied AI Engineer

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SUMMARY

Applied AI Engineer with 5 years of product engineering in Python and TypeScript, the last 3 putting LLM APIs into customer-facing logistics software. Ships RAG features, evaluation harnesses and observability so models stay accurate and affordable at scale, and works directly with customers to scope what AI should handle.

EXPERIENCE

Applied AI Engineer

01/2024 - Present

Puget Freight Software

Seattle, WA

Transportation management software used by 300 freight brokers and shippers.

- Ship a shipment-exception copilot in TypeScript and Python on LLM APIs that drafts **9,000** carrier emails a week.
- Design RAG search over 3 years of freight contracts using vector databases, reaching 91% citation accuracy on audited answers.
- Instrument prompts and responses with OpenTelemetry observability, cutting token spend 42% after finding redundant context.
- Run prompt engineering experiments with customer success on 20 pilot accounts and turn feedback into weekly releases.

Software Engineer

07/2021 - 12/2023

Cascade Retail Technology

Bellevue, WA

Point-of-sale and inventory software for specialty retail chains.

- Developed TypeScript and React checkout features used in 140 stores, with Git code review on every change.
- Built data pipelines in Python and SQL that fed demand forecasts for 30,000 SKUs into the replenishment app.
- Reduced checkout API latency from 480 ms to 190 ms by rewriting slow SQL queries and adding Redis caching.

SKILLS

- Python
- TypeScript
- LLM APIs
- RAG
- Vector Databases
- Prompt Engineering
- Observability
- Data Pipelines
- SQL
- Git

EDUCATION

Bachelor of Science

06/2021

University of Washington

Seattle, WA

Computer Engineering