

Skyler Santos

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Forward-Deployed Engineer (FDE) who codes, demos, and closes. I partner with AEs, Product/R&D, Engineers, and end users to turn messy, domain-specific workflows and customer data into scoped integrations and deployed AI systems. Hands-on with Python, SQL, APIs, LLM workflows, and production debugging across high-trust legal-tech and voice-AI environments. Five years of teaching sharpened my ability to communicate complex systems, earn user trust, and own customer outcomes from discovery through onboarding and production success.

PROFESSIONAL EXPERIENCE

[Evenup Legal](#) (*startup*) | San Francisco, CA |

Product Enablement Engineer (December 2025 - March 2026)

- Owned **technical pre-sales workflows** for trial accounts, driving conversion through structured onboarding, usage analysis, and feature alignment
- Operated as a **forward-deployed product specialist**, customizing demos and workflows to match firm-specific case handling processes
- Influenced deal outcomes by identifying **high-value use cases (AI Playbooks, Smart Workflows)** and mapping them directly to firm ROI
- Monitored user engagement and feature adoption (via Metabase/Gong), identifying champions and optimizing trial success rates
- Designed and delivered custom onboarding sessions (7-day structured enablement plans), increasing activation and time-to-value
- Supported customer deployments of AI-generated legal documents and case workflows, translating firm-specific processes, source data, and playbook requirements into repeatable configurations.
- Resolved customer-specific workflow and data issues, and translated findings into actionable requirements for Product and R&D.

[Caseflood.ai](#) (*startup*) | San Francisco, CA |

Forward Deployed Engineer (July 2025 - Dec 2025)

- Deployed across 10+ firms (e.g., Siskind, Goldberg, Brent Caldwell, Lawrence & Associates) and led all onboarding meetings; owned customer outcomes from discovery and solution scoping through configuration, deployment, QA, and iteration.
- Personally closed one client end-to-end (discovery → demo → signed contract → active deployment); partnered with sales and led 4 demos to firm leaders, contributing to 3 new firms from discovery.
- Designed Salesforce/HubSpot + LeadDocket + Back Docket integrations to sync intakes/contacts and automate conditional messaging; debugged API payloads, field mappings, and customer-specific data issues across production integrations.
- Shipped a production **FastAPI/asyncio telephony backend** (Telnyx/Twilio IVR, language dialpad, after-hours/warm transfer routing)
- Designed voice agent pipelines with **Pipecat + Daily/WebRTC, RIME, Deepgram**, layering prompt aggregation, ChatGPT-wrapped SMS/email follow-ups + call summaries. PostgreSQL/JSONB firm configs; wrote PGAdmin queries/migrations powering per-firm routing. ~LeadDocket (Salesforce) + Back Docket (SaveIntake/SaveContactPerson) to sync intakes/contacts and trigger conditional messaging
- Built EchoCheck, an automated QA dialer that validates call flows (intros, latency, DTMF routing) to ensure client-ready reliability.

[Marin Horizon School](#) | Mill Valley, CA |

Advanced Math Teacher (October 2020 - 2025)

Designed a comprehensive Math curriculum for grades 6-8 and taught. Made complex concepts understandable for varied audiences and built structured learning plans around individual needs.

[Sage Educators](#) | Larkspur, CA |

Associate Director & Educator (October 7th, 2019 - October 2020)

TECHNICAL SKILLS

Programming: C++, Python, SQL, Java

Data/Integrations: Azure, PostgreSQL/JSONB, PGAdmin, **Salesforce**, **HubSpot**, MongoDB

Simulation & HPC: CUDA, OpenMP, MPI, SIMD, Open GL, Unity, Unreal, Physx, MATLAB

Tools: Git, Jupyter, Anaconda, Diagnostic

Backend/Voice AI: FastAPI, asyncio, Uvicorn, Telnix (call control/IVR/DTMF), Daily/WebRTC, Pipecat, RIME

AI/LLM Systems: LangChain, LangGraph, RAG, prompt templates, JSON tool calling, structured outputs, workflow orchestration

Customer Deployment: Discovery, solution scoping, technical demos, onboarding, requirements translation, stakeholder training, production support

Operating Systems: Linux (Ubuntu, CentOS), Windows, WSL, Bash

PROJECTS

Automated Voice QA Bot | *FastAPI, Python (asyncio), Telnix, Daily/WebRTC, Pipecat, Deepgram, PostgreSQL/JSONB, PGAdmin* |

Built an automated dialer that tests firm phone lines end-to-end (intro, latency, routing, summaries) and logs results to Postgres with alerting on failures.

Breakout ML-Agent | *Capstone, Unity, ML-Agents, Neural Networks, Reinforcement Learning, C#* |

Built an RL agent that mastered our self-designed Atari-style clone in Unity, trained over 500k iterations until it consistently beat human players.

N-body Galaxy Simulation | *CUDA, OpenMP, Python, C++, Jupyter Notebooks* |

Developed a high-performance astrophysical simulation modeling gravitational interactions among 20,000 bodies.

Custom Physics Engine (Tachyon) | *C++, OpenGL, GLFW, OpenMP, Collision Detection*

a real-time physics engine supporting gravity, drag, and collision response. Implemented modular force generators and registries for updates, with visualization via adjustable OpenGL shaders.

EDUCATION

University of Portland | Portland, OR (May 2019)

*Bachelor of Science, **Physics***

*Minor, **Mathematics***

Oregon State University | Corvallis, OR (Aug 2024)

*Bachelor of Science, **Computer Science***
