Felipe P. dos Santos

AI / LLM Engineer | RAG, Agents & Applied GenAI
Curitiba, Brazil | santospefelipe@gmail.com | mefelipe.com.br | LinkedIn: felipepesantos

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Summary

AI / LLM Engineer focused on shipping applied GenAI into real operations. At Grupo Boticário I build RAG systems over industrial technical documentation and serve as an AI Multiplier — training other teams on implementation best practices, supporting rollouts, and unblocking adoption. Earlier I founded a B2B SaaS product (7,000+ users), led engineering at a growth-stage startup, and delivered full-stack platforms at scale. I combine LLM application work (LangChain, RAG, prompt/context design, agent-style workflows, automation with model APIs) with production software skills in Python, Node.js, React/Next.js, and AWS.

Experience

Grupo Boticário | AI / GenAI & Software Engineer (Mid-level) (Jan 2026 – Present)

- **AI Multiplier & Enablement:** Selected to multiply AI capability across the company — running trainings for other teams, coaching on GenAI implementation best practices, and supporting squads through adoption blockers and day-to-day delivery issues.
- **RAG over Support Knowledge:** Designing a RAG pipeline over support materials, trainings, and operational guidance, indexed in a vector database for grounded retrieval.
- **Multi-tool Agents & Harness:** Implementing agents with multiple tools (database lookup, ticket/board actions, Slack messaging) inside a documented harness for safer, repeatable orchestration.
- **Full-Stack Platform Context:** Engineer on “App Super,” a PWA for workforce management (10,000+ employees) — React, Node.js, MongoDB/DocumentDB, SSO — collaborating with DevOps on AWS (EKS, S3), ArgoCD, and New Relic.
- **Operational Impact:** Replaced dozens of manual spreadsheets for hours, time off, and skills matrices. Drove a 20% productivity gain for plant coordinators and cut team-allocation time by 10%, supporting an operational cost base of roughly R$63M/year.

ASSUMTEK (startup) | Full-Stack Engineer (Mid-level) & Tech Lead (Jan 2025 – Jan 2026)

- **Automation & Integration (MarTech):** Built integration backends with Node.js, n8n, and Make connecting Meta Ads, CRMs, and internal data across the customer journey.
- **Data Pipelines & BI:** Designed Node.js/Python extraction and transformation pipelines powering Power BI for Product, Marketing, IT, HR, and client-facing B2B project dashboards.
- **Product Engineering (HR Platform):** Shipped a greenfield internal web system (Node, Postgres, Next.js, Vercel, Railway) for contractor time tracking and payroll automation with complex rules (hour caps, approvals, dynamic compensation).

- **Engineering Leadership:** Tech lead — demand management, solution architecture, and 1:1s. Cut HR payroll close time by 70%.

Sentier | Founder & Full-Stack Engineer (B2B & SaaS) (Jan 2021 – Jan 2025)

- **End-to-End Product Delivery:** Technical lead and primary engineer across 40+ complete B2B projects — custom systems, landing pages, automation integrations, and BI — from Figma through production.
- **Featured Case — Multi-tenant Barbershop SaaS:** Built scheduling, staff payroll, subscription engine, and automated reminders (Next.js, Node.js, Prisma, AWS S3, Resend, Vercel). Reached 7,000+ registered users; clients saved about 17–20% of daily operational time.

Skills

AI & LLMs: LangChain, RAG, vector stores / embeddings, OpenAI SDK, Gemini SDK, AWS Bedrock, Prompt Engineering, multi-tool agents, agent-style workflows, AI observability

Software: Python, Node.js, TypeScript/JavaScript, React, Next.js, Express, Prisma, PostgreSQL, MongoDB, REST APIs, DDD

Cloud & Delivery: AWS (S3, SQS, Lambda, EKS), Docker, CI/CD, Vercel, Railway, New Relic, Git Flow

Automation & Other: Make, n8n, Power BI, Figma, Scrum

In progress: AWS Bedrock, Anthropic AI certifications

Education

Academic Background

Analysis and Systems Development | FAEL (Jan 2021 – Dec 2025)

Specializations and Courses

- Desenvolve Program (Full Stack, Node, React, Next, AI) | Grupo Boticário (2025)
- Business Fundamentals | Harvard Business Education (2025)
- Data Analysis & BI | Google (2025)
- Computer Science, CS50x | Harvard University (2021)
- AWS Academy Cloud Foundations | AWS (2021)

Volunteering & social impact

Active Global Shapers (World Economic Forum) volunteer training public-school teachers on practical AI and child-protection awareness; regional leader and IT volunteer for The Church of Jesus Christ of Latter-day Saints (2023–2024); community work with oncology patients plus web/AV support for NGOs.