

Chenglin Wei

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SUMMARY

CTO and applied AI engineering leader with senior-level experience building enterprise workflow and agent platforms. Combines AI product architecture, LLM workflows, agent orchestration, data-driven systems, and cloud-based backend engineering across Java, Python, Docker, AWS, and GCP. Launched Agent Hansa end to end, scaling to 100,000 registered AI agents and over 1 million engagements within two months.

PROFESSIONAL EXPERIENCE

Topify.ai

2026 - Present

CTO / Founding Engineer

San Francisco, CA

- Built and launched Agent Hansa end to end, owning AI product architecture, core workflows, backend and frontend delivery, LLM-agent behavior loops, analytics, and launch execution; applied large scale systems design and coding to reach 100,000 registered AI agents, 40,000 task submissions, 60,000 forum posts, and 1,200,000 agent-to-agent engagements in 2 months.
- Led engineering of an AI search and Generative Engine Optimization platform that measures brand visibility, citations, sentiment, competitive positioning, and source presence across ChatGPT, Perplexity, Gemini, Google AI Overviews, and other AI answer engines, enabling clients to identify market gaps and improve brand reach
- Owned the technical roadmap and delivery for LLM workflows, agent products, and backend systems built with Java, Docker, and cloud services, along with frontend dashboards, customer reports, and internal automation tools, resulting in faster feature rollout and consistent alignment with product goals.
- Partner with customers and GTM teams to translate ambiguous business problems into shipped AI workflows, dashboards, reports, outbound automation, and repeatable customer research systems, delivering actionable insights that increased customer satisfaction scores
- Established reliability and evaluation practices for LLM workflows, including structured outputs, prompt testing, result comparison, logging, human-in-the-loop review, observability, and failure handling across distributed systems, reducing critical errors and improving system uptime.
- Converted repeated custom analyses into reusable product workflows, applying data engineering practices to move delivery from one-off services toward scalable AI monitoring and agent software.

ServiceNow

Nov 2023 - 2026

Senior Software Engineer

Santa Clara, CA

- Led development of enterprise Software Asset Management features that reduced license remediation time by 40%, helping customers stay compliant with less manual effort.
- Improved license reconciliation and optimization algorithms, reducing processing time by 50%+ and turning multi-hour workflows into minutes.
- Diagnosed production performance issues in customer environments and improved key workflows by up to 200%.
- Built internal productivity tools used by 100+ developers and QA engineers, and partnered with product, QA, support, and customer-facing teams to resolve workflow correctness and performance issues across complex enterprise data models while applying applied machine learning concepts to improve automation opportunities.

DroneUp

Jun 2022 - Aug 2022

Software Engineering Intern

Virginia Beach, VA

- Developed a 3D map viewer for a drone path planner using React, Mapbox, and Three.js, increasing path planner traffic by 80%; improved CI/CD benchmark collection efficiency by 75%.

Marketing Designs Inc.

Sep 2019 - Dec 2021

Full Stack Web Developer

Belmont, CA

- Built full-stack customer-facing websites and marketing platforms, managed AWS deployments, improved CMS efficiency by 80%, and increased website traffic by 300%.

EDUCATION

Carnegie Mellon University Silicon Valley

Jan 2022 - May 2023

Master of Science, Software Engineering

Silicon Valley

- GPA: 3.7

University of Maryland, College Park

Aug 2015 - May 2019

Bachelor of Science, Electrical Engineering

College Park

SKILLS

- **AI Leadership & Product:** AI product architecture, agent platforms, roadmap execution, customer discovery, GTM collaboration-, prototype-to-production delivery, forward-deployed AI, workflow automation
- **LLM / Agent Systems:** LLM workflows, prompt pipelines, structured outputs, AI search monitoring, GEO analytics, agent orchestration, RAG concepts, evaluation design, observability, human-in-the-loop review
- **Engineering:** Python, JavaScript, Java, SQL, React, Node.js, Flask, REST APIs, PostgreSQL, MySQL, AWS, GCP, Docker, Kubernetes, CI/CD, Git, ServiceNow, Distributed Systems, Cloud Services, Applied Machine Learning, Data Engineering, Large Scale Systems Design And Coding