

# AISHA S. GLASBY

## AI Engineer · LLM, RAG & Agent Systems · Full-Stack Software Engineering

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### PROFESSIONAL SUMMARY

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AI Engineer with five years of professional software engineering experience (enterprise microservices, full-stack web applications), AI-assisted engineering practice since 2022, and — since May 2025 — hands-on design, development, testing, and deployment of AI-enabled applications and prototypes: an OCR-powered mobile application built for a business fleet operation, LLM content generation, retrieval-augmented generation, tool-using agents, and fine-tuned classifiers with structured evaluation. Combines the model layer with the engineering around it: APIs, data pipelines, CI/CD, containerized deployment, and production operations. MBA in IT Management. Currently completing CodePath AI201 (Applications of AI Engineering, expected August 2026).

### PROFESSIONAL EXPERIENCE

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#### **IT Specialist (Reservist)** — FEMA · Washington, DC · *Feb 2025 – Present*

- Administer enterprise LAN/WAN and cloud-based systems supporting disaster-response operations, where accuracy directly affects emergency-response readiness.
- Install and configure network hardware — access points, Starlink satellite systems, structured cabling — under time-critical field conditions.
- Resolve incidents end-to-end through ServiceNow with full-lifecycle IT support; train personnel and author documentation for non-technical audiences.

#### **Software Engineer (Independent Consultant)** — Self-employed · Mililani, HI · *Jul 2021 – Feb 2025*

- Designed and developed web applications for a range of clients using React, C#, Java, and JavaScript, owning delivery from requirements gathering through deployment and post-launch support.
- Delivered a lead-testing workflow application (NJ Lead Testing, 2024) for a lead-inspection business client; the application remains in production use. Adopted AI-assisted engineering beginning in 2023, using large-language-model tools throughout client delivery to accelerate design, implementation, and debugging.
- Built blockchain-integrated applications using Solidity and Ethers.js, including smart-contract testing and deployment.

#### **Software Developer Engineer** — Hawaiian Airlines · Honolulu, HI · *Aug 2020 – Jul 2021*

- Developed code-driven solutions to business problems per user specifications; created and maintained enterprise PeopleSoft applications using C#, Java, React, and SQL.

#### **Software Engineer** — Revature · Reston, VA · *Dec 2019 – May 2020*

- Developed Spring microservices deployed to AWS using Docker, Kubernetes, and Jenkins CI/CD pipelines on Agile teams; built web applications with Java, Spring Framework, Angular, and SQL.

**Additional experience:** Computer Science Teacher, Wahiawa Middle School, HI (2023–2024, concurrent with consulting practice) — developed and taught curriculum spanning computing systems, networks, cybersecurity, and algorithms. Earlier career: enterprise network engineering and systems administration across financial services, government, manufacturing, and education — including network supervision with direct reports and infrastructure redesign projects. Details available on request.

### AI ENGINEERING PROJECTS (SELECTED)

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**Quick Vehicle Inspection — VIN scanner (May 2025 – 2026):** complete Android application built for an Amazon Delivery Service Partner fleet business; uses OCR (machine-learning text recognition) to scan vehicle identification numbers and streamline vehicle inspections. Designed, developed, tested, and delivered independently; pending app-store publication.

**AI application prototypes (2025 – present):** USTaxRecords.com rebuild with AI-powered, state-by-state content generation; WealthWise investment-education application powered by Gemini AI; Veo Studio text-to-video generator; dictation and screen-reader applications.

**CodePath AI201 — Applications of AI Engineering (Jun – Aug 2026):**

- RAG Document Assistant: end-to-end retrieval-augmented generation pipeline in Python — document ingestion, chunking, sentence-transformer embeddings, ChromaDB vector store, grounded LLM generation with two-layer source attribution; validated retrieval quality across structured test queries and diagnosed a vector-distance configuration defect (L2 vs. cosine).
- FitFindr multi-tool AI agent: adaptive planning loop with session state, explicit tool contracts, and documented failure modes; verified by a 77-test pytest suite with mocked LLM calls for deterministic offline testing.
- HelpfulnessMeter fine-tuned classifier: hand-labeled a balanced 200-example dataset, fine-tuned DistilBERT (Hugging Face Transformers), benchmarked against a zero-shot LLM baseline (46.7% vs. 36.7% accuracy) with per-class precision/recall/F1, confusion matrix, and error analysis; diagnosed and fixed a training bug that had stalled learning.

**Personal production systems (2022 – present):** 15+ AI-first applications built and operated, several replacing commercial products: a self-hosted fax service (Dockerized application + Asterisk telephony + Caddy reverse proxy on an Ubuntu home server) that replaced a commercial eFax subscription and runs in production; an expense tracker that displaced QuickBooks; and a cryptocurrency portfolio tracker used to prepare 2024 and 2025 tax filings.

## TECHNICAL SKILLS

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- AI/ML: retrieval-augmented generation, LLM integration (Anthropic Claude, OpenAI, Google Gemini, Groq), AI agents and tool calling, fine-tuning (Hugging Face Transformers), prompt engineering, model evaluation, ChromaDB, scikit-learn
- Languages: Python, Java, C#, JavaScript/TypeScript, SQL
- Backend and frontend: FastAPI, Spring Boot, Node.js, REST APIs, React, Angular
- Data and infrastructure: PostgreSQL, AWS, Azure, Docker, Kubernetes, Jenkins, GitHub Actions, Git, pytest; ServiceNow; PeopleSoft

## EDUCATION & CERTIFICATIONS

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- MBA, IT Management — Western Governors University (2026). Capstone: 1st Place Team, Top 10% Worldwide (Marketplace Business Simulation).
- BS, Software Development — Western Governors University (2019)
- Certifications: Google AI Professional Certificate (2026), MCSD App Builder, MCSA (Microsoft), ServiceNow Certified System Administrator, Google Cybersecurity, CompTIA A+, CompTIA Project+
- In progress: CodePath AI201 — Applications of AI Engineering (expected August 2026); IBM AI Engineering Professional Certificate (Coursera)