

ARMAND NZEYANG

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PROFESSIONAL SUMMARY

Integration-focused software professional with experience designing API-driven applications, cloud workflows, event-based ingestion pipelines, and production automation solutions. Skilled in REST APIs, JavaScript, TypeScript, Node.js, AWS serverless services, Supabase/PostgreSQL, authentication, asynchronous processing, and technical troubleshooting. Combines hands-on development experience with 3+ years of customer-facing software support, enabling clear communication, structured incident analysis, and reliable delivery across technical and business teams.

TECHNICAL SKILLS

Languages: JavaScript (Proficient), TypeScript, SQL
Backend & Data: Node.js, PostgreSQL, NoSQL, Supabase, DynamoDB
Automation: Power Apps, Power Automate, SharePoint, Vercel Cron
AI & Retrieval: RAG, vector search, Bedrock Knowledge Bases, grounded generation

Integration & APIs: REST APIs, JSON, API orchestration, third-party integrations, webhooks, MCP
Cloud & DevOps: AWS Lambda, S3, SQS, API Gateway, Cognito, Bedrock, Vercel, GitHub CI/CD
Tools & Methods: Git, GitHub, Agile, QA testing, incident triage, technical documentation
Support: Root-cause analysis, issue reproduction, escalation, bilingual English/French

SELECTED INTEGRATION PROJECTS

Sheldon — Document Intelligence | Personal Project | Jul 2026–Present

AWS, Amazon Bedrock, S3 Vectors, SQS, Lambda, API Gateway, Cognito, DynamoDB, Next.js

- Built a document-scoped RAG platform with asynchronous ingestion, vector search, grounded Q&A, citations, and a Cognito-authenticated Next.js interface.
- Designed idempotent S3-manifest orchestration with QUEUED → INGESTING → COMPLETE/FAILED states, retry handling, and vector-index validation to prevent metadata ingestion failures.
- Implemented document-filtered retrieval, Nova Micro grounded generation, and per-user/document rate limiting with DynamoDB.

Sunwise — AI-Powered Weather Recommendation App

Next.js, Node.js, Open-Meteo, Ticketmaster, OpenAI, Twilio, Supabase, Vercel Cron

- Integrated multiple third-party APIs into a production-ready recommendation platform using live weather, geolocation, user preferences, and AI-generated logic.
- Developed backend endpoints for weather enrichment, recommendation generation, SMS verification, consent/opt-out handling, delivery tracking, and scheduled messaging.
- Managed authentication and Postgres persistence with Supabase, environment-based secrets on Vercel, production cron jobs, and GitHub-based CI/CD.

Power Apps Workflow Automation Solution

Power Apps, Power Automate, SharePoint, Excel

- Built and deployed a production workflow that validated and transferred user submissions into a shared Excel-based capital expenditure workbook while preserving complex formulas.
- Improved data consistency, reduced manual entry, eliminated direct workbook editing, and delivered the solution through stakeholder-led requirements, testing, and refinement.

PROFESSIONAL EXPERIENCE

Entuitive Workforce Inc. — Bilingual Software Support Associate | Newmarket, ON | 2022–Present

- Resolved 8,000+ support tickets and handled 6,000+ client interactions in a high-volume software support environment.
- Troubleshoot authentication, account access, payment-method update, and customer-profile issues; documented findings and drove timely resolution or escalation.
- Supported API-related investigations by validating end-to-end workflows, reproducing errors, and collecting diagnostic details for engineering and product teams.
- Performed QA validation by testing fixes, verifying expected system behavior, and confirming resolution before customer follow-up.
- Reduced resolution time for French-language inquiries by 80%, improving operational efficiency and customer experience.

EDUCATION

Advanced Diploma, Software Development and Network Engineering | Sheridan College | 2024