

Cayman Roden

Solutions Engineer | Python · API Integrations · AI · CRM · SaaS

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PROFESSIONAL SUMMARY

Solutions Engineer with 4 years building production software systems and 10 years of client-facing experience in high-stakes service environments. Built and delivered a production AI lead qualification system processing 500+ leads for a real estate client with zero downtime - sole technical point of contact from requirements through deployment and handoff. Combines deep technical skills (Python, FastAPI, REST APIs, PostgreSQL) with proven ability to translate complex technology into client value. Published PyPI package author and open source contributor (LiteLLM 27K+ stars, FastAPI 80K+ stars).

TECHNICAL SKILLS

Python | FastAPI | REST APIs | PostgreSQL | Redis | Docker | Kubernetes | AWS (EC2, S3, Lambda) | Git | CI/CD (GitHub Actions) | API Integration | Solution Architecture | AI/ML | CRM (GoHighLevel, Salesforce) | SaaS Architecture | Technical Documentation | Proof of Concept | Stakeholder Management | Customer Discovery | Agile | Technical Demos | Customer Success

EXPERIENCE

Solutions Engineer (Contract) | Acuity Real Estate - Remote - January 2026 - March 2026

Sole technical point of contact for real estate firm's AI lead qualification system. Full ownership from client discovery through production deployment and ongoing maintenance.

- Scoped integration requirements directly with client; designed solution architecture using GoHighLevel CRM webhooks as the integration layer; selected Claude API for natural language qualification
- Built 3 specialized SMS bots (Lead Intake, Buyer Qualification, Seller Qualification) with intelligent cross-bot routing, bilingual EN/ES support, and admin handoff protocol
- Delivered GoHighLevel CRM integration: dual-scheme webhook verification (HMAC + RSA), contact tag management, pipeline stage automation, and calendar booking
- Results: 500+ leads processed at under 500ms response time, zero downtime over 3-month production run; audited 226 existing GHL workflows during integration; 12 production bugs diagnosed and resolved in a single alignment session; full handoff documentation and runbooks delivered
- Delivered production system backed by 1,824 automated tests, ensuring zero-defect client handoff across all conversation flows and integration points

Solutions Engineer (Contract) - Remote - June 2022 - December 2025

Technical consulting engagements for small business clients. Requirements gathering, solution design, implementation, deployment, and client handoff.

- Delivered website redesign for consulting firm (The Jewkes Firm): requirements gathering, Next.js implementation with CSP/HSTS security headers, Vercel deployment, and client handoff documentation with maintenance guide
- Built client-facing analytics dashboard for real estate firm tracking lead conversion, campaign costs, and pipeline KPIs; replaced manual spreadsheet reporting and deployed live on Streamlit Cloud

- Authored formal Business Requirements Document (BRD) for credit risk analytics platform: RACI stakeholder matrix, MoSCoW-prioritized requirements, acceptance criteria, and traceability matrix
- Built and deployed 15 production-ready demo systems across AI, data analytics, and API integration, each demonstrating end-to-end delivery capability from requirements through live demo

Client Operations | Hospitality & Service Industry - 2016 - 2022

- Managed service delivery for 50-200 guests per shift; diagnosed and resolved service issues in real time with zero escalation pathway available
- Trained and onboarded new team members on POS systems, escalation protocols, and service standards; reduced ramp time through structured knowledge transfer
- Coordinated cross-functional teams (operations, kitchen, management) under competing stakeholder demands with clear prioritization and communication

CLIENT PROJECTS

GHL Multi-Vertical CRM Automation Kit

YAML-configurable CRM automation supporting 5 verticals (real estate, dental, fitness, home services, legal). Swap entire business vertical via configuration, zero code changes. Interactive demo with vertical selector and live chat. Ready for prospect POC delivery. 118 automated tests.

DocExtract AI - API-First Document Service (Demo)

RESTful document extraction API with streaming AI reasoning, semantic search, and structured data extraction. Production-grade OpenAPI documentation. Zero-config demo sandbox for client POC delivery. 1,183 automated tests, 87%+ coverage. Live: docextract-demo.streamlit.app

mcp-server-toolkit (PyPI)

Production-ready MCP server framework with 9 pre-built servers. Reduces LLM tool integration from days to a single import. 412 automated tests, 88% coverage. Published at pypi.org/project/mcp-server-toolkit.

CERTIFICATIONS

Selected from 21 certifications across Google, IBM, Microsoft, and DeepLearning.AI (1,831 total hours):

- Google Advanced Data Analytics Professional Certificate - 200 hours
- IBM Generative AI Engineering (PyTorch, LangChain, HuggingFace) - 144 hours
- Google Data Analytics Professional Certificate - 181 hours
- IBM Business Intelligence Analyst Professional Certificate - 141 hours
- Microsoft AI and ML Engineering Professional Certificate - 75 hours
- Google Cloud Generative AI Leader Certificate - 25 hours