

# Gonzalo Zanelli

## Software Engineer - AI & Backend

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### ABOUT ME

Software Engineer and Information Systems student based in Buenos Aires. I enjoy tackling complex architectural challenges and integrating modern AI workflows to build practical, scalable applications. I am motivated by learning how things work under the hood, continuously exploring new technologies, and collaborating with teams to automate processes and solve real-world problems.

### EXPERIENCE

#### Product Engineer @ Cogniar | Jan 2026 - Present

- Develop an AI-powered desktop video editing suite tailored to small businesses using **ffmpeg**, **LangGraph** and **Electron**.
- Develop a CRM system for personal trainers leveraging AI for routine and meal plan generation.

#### Software Developer @ LinkSolution | Jan 2025 - Oct 2025

- Developed the technical foundation for "**AuditorIA**", a microservices-based SaaS to speed up call center auditing using Next.js and FastAPI. Integrated AI workflows leveraging **transcription** and **sentiment analysis models** to support global automotive, banking and insurance sector clients.
- Went from **2.7%** of audited calls (with random / biased sampling) to **100%**, notifying the auditing team whenever a call gets flagged and needs human intervention.
- Built an asynchronous processing system using **RabbitMQ** and **WhisperX** to handle high-volume audio tasks, processing **~30.000 audios per month**. Maintained high availability for **~250 DAUs** thanks to optimized database design and asynchronous data aggregation.
- Configured enterprise-grade authentication via **Keycloak** and established system observability using **Prometheus** and **Grafana** to track API performance and server health.
- Streamlined development workflows with CI/CD pipelines (esbuild, ESLint) and partnered with BI, IT, and HR departments to deliver internal solutions and technical documentation.

#### IT Support Analyst @ LinkSolution | Oct 2023 - Jan 2025

- Effective communication regarding technical process progress with different business areas.
- Administered **Linux servers** (Ubuntu & Debian) and **Windows Server** 2012 R2 & 2016 environments.
- Incident and requirement resolution according to SLA using **iTop**, **Jira** or **Service-now**.
- Maintained PBX systems and managed Asterisk servers, handling VoIP routing and incident resolution for internal telephony infrastructure.
- Wrote Python/Bash scripts to automate routine IT tasks, helping the team reduce manual workload and improve SLA response times.

### EDUCATION

#### Information Systems Engineering

National Technological University (UTN) | Jan 2025 - Present

### SKILLS

**Backend:** Python (FastAPI, Flask, SQLAlchemy), Node.js (Express, Hono, tRPC), Bun, Prisma, Redis, RabbitMQ.

**Frontend:** TypeScript, React, Next.js, Zustand, TanStack Query, Tailwind CSS, Zod, Electron.

**Databases:** PostgreSQL, MySQL, SQLite, SQL Server, MongoDB, Pinecone (Vector DB).

**AI & Data:** LLM Orchestration (LangChain, LangGraph), RAG/CAG Strategies, Semantic Search, WhisperX, Pydantic, ETL Basics.

**DevOps & Tools:** Docker, Docker Compose, NGINX, Prometheus, Grafana, Git, GitHub Actions (CI/CD), Sentry, PostHog.

**Testing & Tooling:** Playwright, Vitest, Bun Test, ESLint, Biome, Oxcint.

**Languages:** English, Spanish & Portuguese (basic)