

JASON LIM

AI Solutions Engineer | Customer-Facing Delivery & Deployment Strategy

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SUMMARY

Builder who sits at the intersection of technical delivery and customer needs, embedding directly with engineering and business stakeholders to turn ambiguous requirements into shipped, production-safe systems. Led discovery workshops that scoped 2 government RFP responses and cut infrastructure deployment time by 40%, while shipping customer-facing AI products end-to-end, from a multi-tenant voice-agent platform to automated operational tooling. Comfortable moving between engineers, executives and non-technical stakeholders across government, insurance, logistics and founder environments.

SELECTED PROJECTS

Order Status Voice Agent | *ElevenLabs • Gemini 2.5 Flash • FastAPI • Supabase • Multi-Agent Orchestration*

- Closed the gap between a working voice-agent demo and a production-safe deployment by hardening tool registration, maintaining API compatibility through iteration, and scoping database permissions per store across a multi-tenant, single-schema architecture spanning 3 stores.
- Designed a two-agent handoff pattern that escalates failed order lookups to a dedicated agent, creating a database-backed support ticket with a real reference number instead of a no-op fallback, with hard-coded guardrails against order changes, cancellations or refunds.

Meridian Operations | *Next.js • React • Supabase*

- Identified a 5-step, 70-minute manual disruption-response process, cross-checking live port conditions, supplier routing, exposure calculations and alternate routes, and redesigned it into a single automated assessment covering 12 ports and 27 supplier accounts across Australia and Asia-Pacific, cutting review time to under 5 minutes.

PROFESSIONAL EXPERIENCE

Workshop Demonstrator & Academic Tutor | UNSW (casual, outside full-time work hours), Sydney *Sep 2025 - Present*

- Mentor and assess a computer science capstone project course across 15 student teams and 13 external clients over 3 semesters, covering system architecture, Scrum and software quality and testing.
- Run course-wide workshops onboarding 1,100 students onto Jira and training them to produce client-ready documentation and system architecture diagrams, translating ambiguous requirements into artifacts for 135 external stakeholders.

Actuarial Consultant | KPMG (rejoined at KPMG's request), Sydney *Feb 2026 - Jul 2026*

- Reduced stakeholder review cycles by 20% across 6 multinational insurance clients by stress-testing regulatory scenarios and translating findings into structured technical recommendations.

AI Engineer & Customer Success | IBM, Sydney *Jun 2025 - Dec 2025*

- Reviewed IBM's technical capabilities against commercial advantage for 2 government RFP responses, running client-facing discovery workshops across 4 stakeholder groups to scope requirements directly with government clients.
- Built and maintained a Kubernetes cluster on OpenShift, automating CI/CD deployment workflows with Terraform and Turbonomic to cut infrastructure deployment time by 40% for a government customer while giving other developers self-service access to the platform.
- Sourced technical specifications from product owners across 4 global IBM teams and guided Client Engineers, Product Managers and technical specialists from requirements through delivery to design AI solutions.

Actuarial & Advanced Analytics Consultant | KPMG, Sydney *Nov 2024 - May 2025*

- Automated manual Excel workflows using Python and Azure pipelines within Agile sprint cycles, cutting claims-processing times by 35% and saving the team 6 hours a week across 4 client accounts.

Co-founder | Sherlocked.ai, Sydney *Sep 2024 - Nov 2024*

- Led a 5-person cross-functional team as Project Lead, architecting and pitching a federated-learning platform for financial inclusion in a heavily regulated financial-services sector with no existing playbook, winning 1st place at KPMG's Innovator Pro Pitch Fest over a 5-week accelerator, judged by senior leaders from KPMG, AIA and Red Hat.

SKILLS

AI & Product: LLM-Powered Applications • GenAI Product Development • Customer & Product Discovery • Solution Design • Pre-Sales Technical Scoping • Agile/Scrum Delivery • Backlog Prioritisation • Requirements Gathering • Cross-Functional Collaboration • Technical Leadership

Technical: Python • SQL • R • API Integration • FastAPI • System Integration • Kubernetes • OpenShift • Terraform • CI/CD • Azure • AWS • Docker • Supabase • Pandas

Commercial & Stakeholder: RFP/RFI Response Writing • Stakeholder Management • Executive & C-Suite Presentations • Technical Demonstrations • Change Management • Team & Program Leadership • Insurance & Regulated Industry Delivery

PROFESSIONAL ENGAGEMENT

AI & Technology Community Contributor

- Interviewed 30+ founders, executives and AI leaders to analyse enterprise AI adoption, go-to-market strategy and product commercialisation. ([See video](#))
- Published 10 AI-strategy LinkedIn posts translating complex technical trends into practical business insights for technology professionals and business leaders, reaching up to 14,457 impressions per post.

EDUCATION

University of New South Wales, Sydney - Bachelor of Computer Science & Bachelor of Actuarial Studies

Awards: UNSW Employability Top Performer Award • Enactus Startups Nationals (3rd) • Society of Actuaries Challenge Semi-finalist