

Chase Naples

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SUMMARY

Vice President and Software Engineer II at Bank of America, selected as one of four development leads for an enterprise conversational AI platform supporting 200,000+ employees and 100,000+ monthly interactions. Leads GenAI/RAG architecture, LLM integration, agentic orchestration, API and integration design, production reliability, and engineer mentorship across multiple chatbot domains. Delivered conversational AI solutions that reduced live escalations 30%+ and incident tickets 20%+. Active open-source contributor with 100+ merged pull requests across high-visibility GitHub repositories (Meta, NVIDIA, Microsoft, Google), shipping features, bug fixes, and docs.

CORE SKILLS

AI & Architecture: GenAI, RAG, LLM integration/evaluation, agentic orchestration, MCP, conversational AI, prompt orchestration, AI guardrails, NLP/NLU, Computer Vision (YOLOv5, SlowFast), Python, PyTorch

Backends & Integration: Groovy/Java, Python, Node.js, REST APIs, Apache Camel, TypeScript, C#, authentication, ServiceNow integrations, feature flags

DevOps & Reliability: CI/CD (GitHub Actions, Azure DevOps, Bitbucket, Jenkins), Git, Docker, IaC/Terraform, observability (logs/metrics/traces), SLO/SLI, incident response, production readiness

Cloud & Data: Azure / AWS / GCP, MS SQL, PostgreSQL, Supabase, Firebase, MariaDB, vector search/retrieval, caching/queues

Platforms & Tools: Amelia.ai, Copilot Studio, ServiceNow, .NET/.NET MAUI, React, Splunk, Jira, Confluence

EXPERIENCE

Vice President, Software Engineer II – Development Lead, GenAI & RAG

Jul. 2026 – Present

Bank of America – Global Technology

Charlotte, NC

- Converted to a Bank of America FTE and selected as **one of four development leads** within a four-team, approximately 50-person organization delivering an enterprise conversational AI platform that supports 200,000+ employees and handles 100,000+ monthly interactions.
- Provide technical leadership across GenAI/RAG and multiple chatbot domains, guiding architecture decisions for retrieval, intent routing, agentic orchestration, API integrations, production controls, and escalation workflows.
- Define reusable engineering patterns and lead design reviews, implementation strategy, and production-readiness decisions across BPN, Groovy/Java, Camel/API integration, testing, observability, and AI troubleshooting.
- Mentor engineers and partner with product, language engineering, architecture, risk, and platform stakeholders to translate business use cases into secure, maintainable enterprise AI solutions.

Senior Application Architect / Cognitive Implementation Engineer

Apr. 2025 – Jul. 2026

TEKsystems - Client: Bank of America – Global Technology (Contract)

Charlotte, NC

- Designed and shipped Groovy- and Java-based Business Process Networks (BPNs) and REST API integrations across domains for an enterprise LLM/RAG chatbot with policy guardrails, **cutting live escalations 30%+ per topic and reducing incident tickets 20%+ across 100,000+ monthly interactions**.
- Built Custom Agents and CI/CD POCs for conversational workflows (linting, tests, staged deploys), **reducing change failure rates** and enabling **same-day remediations**; tested ServiceNow REST APIs and Camel integrations that improved knowledge retrieval accuracy by **30%+**.
- Led cross-team design reviews; set **SLOs, alerting, and runbooks** for new AI initiatives; mentored engineers in testing/observability/code quality; designed hot/cold Prod migration and failover processes.
- Optimized inference/intent routing with caching and threshold tuning; cut p95 latency by **15%** and reduced RAG hallucination rates by **10%**; implemented a RAG solution for unrecognized utterances, improving coverage **15%+**.
- *Tech:* Groovy (Amelia), Java, Python, Azure, LLM/RAG, Jenkins, Jira, Bitbucket, Conductor CLI, Splunk

EXPERIENCE (CONTINUED)

Digital Transformation Specialist / Camera Support Engineer <i>Velocitor Solutions – Enterprise Software Company</i>	Feb. 2023 – Apr. 2025 <i>Charlotte, NC</i>
- Launched IBM Watson + Stonly LLM/RAG chatbot and analytics, reducing support calls by up to 25%; instrumented dashboards to track intent coverage and deflection; delivered monthly analytics reports to C-suite; Team Lead - Standardized CI/CD pipelines with pre-deploy smoke tests and one-click rollback; reduced change failure rate from 10% to 2%, MTTR to ≤ 4h; architected .NET MAUI AI chatbot integration for 5+ mobile apps - Prototyped Computer Vision pipeline (PyTorch + YOLOv5 + SlowFast) with Python; reduced false positives via post-processing and threshold sweeps; documented model ops/runbooks. <i>Tech:</i> .NET, .NET MAUI, MS SQL, Supabase, Azure DevOps/GitHub Actions, Python, Docker, JavaScript, C#, React, TypeScript; Google Colab, Google Analytics, MVC, MVVM	
Data Analyst <i>Hawk Law – Personal Injury and Medical Malpractice Law Firm</i>	Mar. 2019 – Jan. 2022 <i>Augusta, GA</i>
- Analyzed complex legal, medical, and financial data using Salesforce and Excel; automated data hygiene checks. - Streamlined workflows, improving team efficiency and database integrity; led backlog triage with stakeholders. - Created analytics reports to guide business goals, contributing to up to a 20% increase in client retention. <i>Tech:</i> Salesforce, Excel, SQL, Python, PowerShell	

SELECTED OPEN SOURCE & PROJECTS

Open-Source Contributions (<i>facebook/Lexical, google/Benchmark, microsoft/MCP</i>)	Ongoing
Active open-source contributor with 100+ merged pull requests across high-visibility GitHub repositories (Meta, NVIDIA, Microsoft, Google), contributing bug fixes, developer tooling, CI/test improvements, and documentation across AI, systems, and application frameworks; links on GitHub profile.	
Computer Vision Safety Pipeline (<i>PyTorch, YOLOv5, SlowFast, Python</i>)	2024
Deployed driver-safety model POC; reduced false positives by 20%+ via post-processing and threshold sweeps.	
CleanShare Pro – Document Privacy Tool (<i>Next.js, Capacitor, PII Detection</i>)	2026
Built a cross-platform document sanitization tool that detects sensitive information and supports secure review and redaction workflows.	

EDUCATION

Georgia Institute of Technology <i>Studied: Master of Science in Computer Science</i>	Atlanta, GA 2022 – 2023
Oregon State University <i>Studied: Bachelor of Science in Computer Science</i>	Corvallis, OR 2017 – 2021
University of Georgia <i>Degree: Bachelor of Science in Genetics – GPA: 3.62/4.0</i>	Athens, GA 2009 – 2013

CERTIFICATIONS & TRAINING

Udemy: Web Development, Artificial Intelligence, and C# .NET Core 8 Masterclass
LinkedIn/Microsoft: Generative AI Career Essentials Certificate