

SATOSHI ARAKI

Senior Software Engineer

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Summary

Versatile Full Stack and AI Engineer with expertise in building intelligent, data-driven applications using LangChain, RAG pipelines, and vector databases. Experienced in developing end-to-end systems that integrate AI, backend services, and modern web technologies to deliver scalable, production-ready solutions. Skilled in Python, JavaScript and cloud infrastructure, with a strong focus on automation, conversational AI, and real-time data processing that enhance UX and business efficiency.

Experience

ROW ONE ASIA PTE. LTD

Remote

Senior Full Stack Developer (Backend-focused)

04/2025 - 10/2025

- Led the dev team with CTO to build a distributed ticket booking system and admin dashboard using Next.js for frontend and NestJS for backend
- Built secure user and admin portals with JWT-based authentication, impersonation features, and role-based access control
- Integrated Redis for caching frequently accessed data (event listings, seat availability), reducing query latency by 45% and significantly enhancing real-time performance
- Developed a dynamic, mobile-friendly frontend with Next.js, including animated dashboards, multi-step checkout, and QR code-based ticket scanning using rotating TOTP tokens
- Integrated external services such as AU10TIX for KYC verification and HitPay/RedotPay for payment processing, ensuring PCI compliance and fraud protection
- Developed a Progressive Web App (PWA) using Ionic for ticket scanning staff, enabling mobile-friendly, offline-capable QR scanning with TOTP-rotating codes and JWT-secured validation
- Improved system performance and reliability, achieving 99.99% uptime and supporting thousands of concurrent users during peak ticket launches

Tidio LTD

Remote

AI Engineer (Conversational AI / RAG Systems)

2023 - 2024

- Developed an AI-powered customer service agent using LangChain, RAG pipelines, and vector search to deliver dynamic, context-aware responses
- Automated up to 67% of customer support conversations, significantly reducing response time and agent workload
- Architected a Retrieval-augmented Generation (RAG) pipeline, using a vector database to transform extensive document repositories into factually-grounded and highly compelling marketing assets
- Validated pipeline performance and output accuracy through a comprehensive testing suite, then seamlessly integrated the feature into the core application for end-to-end functionality
- Tuned prompt templates and embeddings to ensure human-like conversational quality and consistent factual correctness

Le Grand

Shibuya, Japan

UI/UX Designer | Frontend Developer

2020 - 2022

- Designed and prototyped responsive user interfaces using Figma and Adobe XD, improving design handoff speed by 30% through consistent component usage
- Collaborated with developers and product managers to redesign core user flows, reducing bounce rates by 18% and increasing task completion rates by 25%
- Converted wireframes and mockups into responsive web pages with Pixel-perfect accuracy, decreasing design-to-code iteration time by 40%
- Conducted user research and usability testing, uncovering key pain points and directly influencing 3 feature updates
- Optimized frontend assets and component rendering, improving page load time by 20% on key landing pages

Skills

Python · React · Angular · Next.js · Node.js · NestJS · Django · FastAPI · REST API · GraphQL · PostgreSQL · MongoDB · Prisma · TypeORM · LangChain · RAG Pipelines · OpenAI API · GPT Models · Hugging Face Transformers · Pinecone · Weaviate · AWS · Docker · Kubernetes · CI/CD pipeline · Firebase · Supabase · Stripe · WebSockets · KYC · Problem Solving · Debugging · Cross-functional Collaboration · AI System Design Thinking

Education

Tokyo Denki University

2016 - 2020

Bachelor of Computer Science