

CHALIT PHONGPITAKWISET

Lead AI Specialist

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PROFILE

Applied AI Specialist experienced in translating business needs into working AI solutions and integrated business systems. Hands-on experience spans AI agents, RAG-based LLM workflows, document intelligence, operations platforms, and customer-facing portals. Takes end-to-end ownership from requirements discovery and solution design through prototyping, development, API and database integration, validation, deployment, and client training. Combines 5+ years in software delivery with Python and TypeScript development, cross-functional collaboration, and a practical focus on reliable AI outputs, controlled automation, and human oversight.

SELECTED AI SYSTEMS

Enterprise Knowledge Copilot (RAG) – product & service distributor client

RAG · LLM · Access control

- Delivered an assistant that answers from internal knowledge with citations and per-user permissions: end-to-end RAG pipeline (ingestion, chunking, embeddings, vector index, hybrid search and reranking) for Thai and English questions, with permission filtering before data reaches the LLM. Answers cite evidence and hand off rather than guess.
- Compared hosted vs. self-hosted open-weight LLMs (Thai quality, privacy, latency, cost); built the evaluation set with domain experts (groundedness, citations, prompt-injection and over-permission tests) with quality gates before launch.

Agentic ERP Operations – retail & distribution client

AI agent · MCP / function calling

- Built an AI agent connected to the client's ERP that handles operational exceptions: the LLM turns requests into structured tasks and calls tools through function calling / MCP (orders, stock, job status via APIs), with explicit task states from intake to recorded outcome. Amounts and hard rules are checked in code, policies come from RAG, and human approval is enforced in the backend before any write.
- Handled API failures, retries and idempotency with an audit trail; benchmarked against a no-AI workflow. Wrote specs and acceptance criteria; ran UAT and rollout.

AI + OCR Document Processing – building materials retailer

OCR · LLM · Validation

- Built a pipeline that reads business documents with OCR, uses AI to analyze and structure the data, and gates every record with a validation step before it enters business workflows, replacing manual reading and re-keying.

AI-assisted Loan Document Pre-screening – mobile retail & financing

Workflow · Human-in-the-loop

- Delivered a retail management system with an AI pre-screening workflow: completeness check, AI screening against business rules, then human review and approval. AI only pre-screens; people decide.

Advisory & Customer Portal – investment advisory firm

Portal · RBAC · LINE

- Built an advisory workflow, customer portal and LINE notifications with staff/admin management and customer access control; AI-assisted development with API/database integration, testing and client iteration.

EXPERIENCE

AI Solutions Specialist · Flowtic Co., Ltd

Oct 2025 – Present

- Design and build AI-enabled business apps and LLM automation workflows from real client processes, owning requirements, workflow mapping, solution design, proposals and documentation.
- Deliver client AI adoption training on use cases, limitations and safe usage; validate outputs with business users.

AI Engineer · Helius Technologies

Sep 2024 – Oct 2025

- Built AI tools and automation workflows for internal operations, development and QA, including LLM analysis of APIs, logs and backend data; integrated and validated them with APIs, databases and existing systems alongside Product, Engineering and QA.
- Built RAG-based LLM workflows in Python: document chunking, embeddings and retrieval over internal knowledge, APIs and logs to ground LLM answers.

Software Tester · Extend IT Resource Co., Ltd (banking client site)

Sep 2023 – Oct 2024

- Tested banking product flows (investment, credit card, insurance, loans); wrote test plans, cases and reports against specs and business rules.

Software QA Tester · Black Sire Technology Co., Ltd

Apr 2021 – Sep 2023

- Functional and regression testing, defect tracking to resolution, test plan reviews with QA Lead and Business Analysts.

QA Specialist (customer service quality) · VW Group Asia Inc.

May 2013 – Apr 2021

SKILLS

Applied AI: LLM applications, RAG (hybrid search, reranking), AI agents & agentic workflows, function calling / MCP, prompt engineering, structured output, OCR + AI processing, LLM output evaluation & PoC validation, human-in-the-loop approval

Delivery: requirement & business process analysis, workflow mapping, solution design, human-in-the-loop design, client training, Jira / Confluence

Engineering: Python, JavaScript / TypeScript, REST APIs, Cloudflare Workers / Pages, SQL / PostgreSQL, database & system integration, Git / GitHub, Claude Code, Codex, Cursor (AI-assisted development)

Quality: Postman / API testing, integration & E2E testing, edge-case analysis, debugging & log analysis

EDUCATION & OTHER

Bachelor of Liberal Arts · Kasetsart University (2008 – 2012). Own product: Self OS (s3lfos.com).