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ai support engineer

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summary

Software breaks; I find the root cause — reproduce the bug, read the logs, trace the failure across code, CI/CD, containers, and cloud. Career gaps filled with odd jobs and adventure; overlaps filled with acquisitions and IPOs. Reading most days — news, books, and agent output.

experience

Cognition — AI Support Engineer

New York, NY · Jun 2026 — Present

Support engineering for Devin, Cognition's AI software engineer

- Resolve environment-specific issues for customers running Devin, tracing each failure to a root-cause hypothesis.
- Deliver reproductions to engineering, feedback to designers, and PRs to my team.

Array (acquired MoneyKit) — Technical Support Engineer

New York, NY · Mar 2025 — Feb 2026

Founding Support Engineer at MoneyKit (pre-acquisition)

- Shipped a multi-agent AI system that triages, investigates, and drafts replies inside the CRM — tightening SLAs.
- Root-caused API issues across environments — reading logs, tracing requests, querying SQL/NoSQL stores.
- Owned technical relationships from pre-sales to post-launch — integration calls on auth, access control, API trade-offs.
- Wrote the integration guides and docs used in sales and onboarding.

MoneyLion — Full Stack Engineer

New York, NY · Jul 2019 — Dec 2022

- Parallelized AutoInvest's transaction processing on Spring Batch — a 6-hour batch run down to 1.
- Architected AutoInvest's event-driven backend — MoneyLion's 2nd most lucrative product.
- Designed and owned the REST APIs behind wealth products; their features lifted engagement 23%.
- Automated customer-service workflows with an event-driven reporting service — 25 hours/week reclaimed.

MoneyLion — Front End Engineer

New York, NY · Nov 2017 — Jul 2019

- Led the Angular-to-React migration (−60% bundle) and tuned the webpack CI/CD pipeline (−60% deploy time).
- Redesigned the homepage (+31% engagement) and mentored junior React engineers.

Grailed — Director of Support

New York, NY · Nov 2016 — Apr 2017

- Ran support, fraud, and curation on the leadership team; cut response time from 8 days to 3.

PayPal (acquired Venmo) — Technical Product Manager

New York, NY · Dec 2014 — Mar 2016

- Defined Venmo's multi-channel help product; launched chat that resolved 25% of contacts 8x faster and halved agent onboarding (4→2 weeks).

Venmo — Technical Support Lead

New York, NY · Jul 2012 — Dec 2014

- Scaled support 1→15; used data to win a 30% headcount increase, steer the roadmap, and ship fixes via pull requests.

skills

Languages: Python, TypeScript, JavaScript, Java

Systems & Infrastructure: Linux, Docker, Kubernetes, cloud & network debugging (DNS, TLS, proxies, deploy config)

Debugging & Support: root-cause analysis, incident resolution, technical communication, escalation management

AI & Data: AI / multi-agent systems, SQL & NoSQL, CRM & workflow automation

Spoken: English (native), Spanish (conversational)

education & community

Kean University, Union, NJ — B.A. in Public Administration, *cum laude* (2013)

Flatiron School, New York, NY — Software Engineering Immersive (2017)

Code Nation, NYC — volunteer teacher: web development for high-school students, weekly (2018–2021)