Isaac De La Lama

Senior Software Engineer | .NET · Backend Systems · AI Platforms

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PROFESSIONAL EXPERIENCE

InvoiceCloud — Software Engineer

February 2023–Present

- Created and led development of **Watchtower**, a .NET 10 internal AI support platform that answers questions previously requiring engineering involvement, deflecting approximately **180 support requests per month at a 92% deflection rate**.
- Created **KOBRA**, a Python-based code intelligence pipeline backed by PostgreSQL that indexes all InvoiceCloud repositories, extracting C#, VB.NET, and T-SQL symbols to build a codebase graph.
- Exposed KOBRA's code graph through Microsoft Agent Framework tooling, combining codebase relationships with live source-code inspection to support engineering investigations.
- Architected Watchtower as a modular monolith and integrated production telemetry, customer context, and allowlisted database access, enabling investigations across application code, telemetry, customer context, and operational data.
- Built a vector indexing pipeline across internal documentation, issue tracking, and source control to support semantic search and context-aware answers.
- Developed and maintained .NET payment processing and funding systems, including data ingestion and export workflows focused on correctness, performance, and auditability.
- Implemented production monitoring, observability, and alerting to support reliability and incident investigation.

APX Stream — Software Developer

January 2023–February 2023

- Improved performance and reliability of proprietary automated data distribution software.

Geek Squad, Best Buy — Consultation Agent

July 2021–January 2023

- Diagnosed and repaired software and hardware issues across **400+ customer devices**, explaining technical findings and solutions to nontechnical clients.

SELECTED PROJECTS

Wisp — Containerized Agent Workspace Platform

TypeScript, Node.js, Docker, Sysbox

- Built an agent workspace platform combining persistent project coordination with disposable container environments for executing commands, modifying files, and running development tools.
- Improved long-conversation responsiveness through incremental history rendering, reducing initial DOM elements from approximately **19,400 to 1,350** in a production browser check while preserving access to earlier messages.

Self-Hosted Infrastructure — Linux Application Platform

Linux, Docker Compose, Traefik, Woodpecker CI, Grafana, VictoriaMetrics

- Operate containerized applications on Linux servers with Traefik routing and automated TLS; build and publish commit-tagged images through Woodpecker CI and a private container registry.
- Configured centralized host metrics and system logs, plus daily backups with automated restore checks for persistent agent workspace data.

TECHNICAL SKILLS

Languages & Frameworks: C#, Python, .NET 10, ASP.NET Core, SQL, JavaScript, TypeScript, React, Node.js, Microsoft Agent Framework

Architecture & Data: Modular monoliths, Clean Architecture, domain-driven design, test-driven development, SQL Server, PostgreSQL, vector search

Infrastructure & Observability: Docker, Linux, CI/CD, Jenkins, NGINX, Grafana, SigNoz

EDUCATION

Texas State University December 2022
B.S. in Computer Science