

JULIO ZAMBRANO

AI Solutions Architect | Machine Learning Engineer | Cloud & Agentic Systems

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PROFESSIONAL SUMMARY

Mechatronics engineer with 15+ years of international experience (Mexico, Canada, Italy, Austria, Germany) architecting and deploying AI, machine learning, and cloud infrastructure solutions. Hands-on expertise across multi-cloud deployment (AWS, Azure, GCP), Kubernetes/OpenShift, generative AI and synthetic data systems, and agentic process orchestration using BPMN. Published researcher in applied machine learning and NLP. Seeking a hands-on, engineering-focused role building and scaling AI systems.

CORE TECHNICAL SKILLS

- Machine Learning & AI: TensorFlow, H2O, Generative AI, Synthetic Data, Agentic Orchestration, BPMN
- Cloud & Infrastructure: AWS, Azure, Google Cloud Platform, Kubernetes, OpenShift, Multi-Cloud Architecture
- Certifications: AWS Cloud Quest (Data Analytics, Machine Learning, Solutions Architect); Google Cloud (Core Infrastructure, DevOps); Kubernetes Fundamentals
- Platforms & OS: Linux, Windows, macOS
- Languages: Spanish (Native), English (C1), Portuguese (C1), Italian (B2), German (B1)

PROFESSIONAL EXPERIENCE

Technical Customer Success Manager — Camunda *Nov 2025 – Present*

- Architect and govern agentic orchestration solutions using BPMN for enterprise clients, covering use-case validation, scalable implementation, and continuous process optimization.
- Design and maintain deployment architecture across SaaS, Cloud, Hybrid, and Self-Managed environments, including secure, air-gapped infrastructure for regulated industries.
- Lead technical architecture reviews and onboarding to maximize platform adoption and ROI for enterprise accounts.

Customer Experience Engineer — MOSTLY AI (Remote) *Mar 2022 – Oct 2025*

- Architected multi-cloud infrastructure (AWS, Azure, GCP) for generative AI and synthetic data application deployments across customer environments.
- Standardized deployment pipelines for a generative AI application to enable product-led growth.
- Deployed, containerized, and troubleshoot applications on Kubernetes and OpenShift; built technical enablement materials for users and engineering colleagues.

Machine Learning Engineer, Freelance — jzambrano.xyz (Remote) *Aug 2020 – Mar 2022*

- Gathered requirements and developed logical and physical system specifications for client machine learning projects.
- Researched, designed, and tested ML/AI models using TensorFlow and H2O for production use cases.
- Managed multi-cloud infrastructure (Azure, GCP): monitoring, automated cost/availability reporting, virtualization, and containerization.

Junior Machine Learning Engineer (Internship) — CENIDET, Cuernavaca, MX *Feb 2021 – Oct 2021*

- Developed a machine learning model for preventive maintenance of palletizing robotic arms (cobots).
- Built data and process models to optimize architecture and evaluate design performance and reliability.
- Managed Azure cloud monitoring, automated reporting, and cost management.

Sales and Support Manager, Americas — Octorate, Rome, IT *Oct 2016 – Jul 2017*

- Directed sales operations across the US, Canada, the Caribbean, and Latin America.
- Led terminology research to build glossaries and knowledge bases.
- Achieved the company's first software contracts outside Europe, securing clients in Mexico, Canada, the US, Brazil, Chile, Peru, and Argentina.

SELECTED PUBLICATIONS

- Cuéllar-Hidalgo, Guerrero-Zambrano, et al. "LUC at ComMA-2021 Shared Task: Multilingual Gender Biased and Communal Language Identification without using linguistic features." 18th International Conference on Natural Language Processing, Dec 2021, Silchar, India.
- Guerrero-Zambrano, Reyes-Salgado. "Comparison of Machine Learning Algorithms for the Preventive Diagnosis of Robotic Arms for Palletizing." CINIAI 2021 — Congreso Internacional de Inteligencia Artificial e Industria 4.0, Nov 2021, Jalisco, Mexico.

EDUCATION

B. Eng., Mechatronics — Instituto de Ingenieros de Morelos, Cuernavaca, MX
Sep 2018 – Dec 2021 · Final grade 9.5/10, top of class

Informatics Technician Diploma — Colegio de Bachilleres, Mexico City, MX
Sep 2003 – Jul 2006