AMARA DOUCOURE

San Jose, CA | amaradcre@gmail.com | linkedin.com/in/amara-doucoure-61226b232

PROFESSIONAL SUMMARY

- Technical support engineer with 2+ years owning a support queue (300+ tickets) and hands-on experience building AI workflows that auto-answer recurring questions, including a WhatsApp automation that cut a business's reply time by 50%. Finds the root cause behind repeat issues, fixes it with documentation, automation, or product feedback, and escalates cleanly to engineering. Works in SQL, Python, and TypeScript; English and French.

TECHNICAL SKILLS

- **Support Operations:** ticket triage and resolution, escalation, user onboarding, step-by-step guides, root-cause analysis, ticketing (Ivanti)
- **AI & Automation:** AI workflow automation (n8n), chatbots (WhatsApp, RAG), OpenAI/Claude/Gemini APIs, LangChain, prompt engineering
- **Data:** SQL, Python (Pandas), Supabase (PostgreSQL), data cleaning, Google Sheets integrations, Power BI, Tableau
- **Technical:** REST APIs, OAuth, TypeScript, JavaScript, Next.js, AWS, GitHub Actions CI/CD, Windows, Linux, Microsoft 365

PROFESSIONAL EXPERIENCE

Full Stack Engineer August 2026 – Present
Hidaya Foundation

- Sole engineer supporting and developing an app used daily by staff, from gathering requirements to release
- Shipped 7+ features on an inherited codebase, integrating OAuth login and payment APIs
- Implemented role-based access for 3 user types, cutting a next-day paper workflow by 99%

Contract Software Developer May 2026 – Present
Douc Lab (Self-employed)

- Built n8n + WhatsApp AI automations that answer recurring customer questions with live data from Google Sheets, cutting business reply time by 50%
- Launched Ika Pièce, a Next.js/Supabase marketplace, configuring deployment, DNS, authentication, and environment variables

Student Helpdesk / IT Assistant August 2024 – May 2026
Coppin State University, Baltimore, MD

- Triaged and resolved 300+ hardware, software, account, and connectivity tickets in Ivanti, escalating complex cases to senior IT with clear documentation
- Wrote step-by-step guidance for recurring PeopleSoft account issues so users could resolve them on their own
- Tested the university's new AI chatbot before rollout and turned usability issues into clear feedback for the department
- Led AI literacy outreach across campus, helping students and staff adopt new tools

PROJECT EXPERIENCE

Campus AI Assistant (RAG Chatbot) | *Next.js*, *TypeScript*, *IBM watsonx*, *LangChain*, *vector database*

- Built an AI assistant that answers recurring student and staff questions from university pages and internal documents, taking repeat questions off staff

Sokoni – AI Job Directory for Low-Resource Countries | *LLM-driven web app*

- Built an AI-powered directory that helps informal workers in low-resource countries find jobs near them
- Designed a conversational, LLM-driven profile builder that removes literacy and digital barriers, so workers can create a profile by chatting instead of filling out forms

EDUCATION

Bachelor of Science, Management Information Systems May 2026
Coppin State University, Baltimore, MD

- GPA: 3.7 / 4.0 • Awards: Dean's List, Honors Student, Highest GPA in MIS (Class of 2026)

Diploma Certificate in Computer Management June 2022
ECOSUP, Bamako, Mali