

Alex Jensen

jensenalex3022@gmail.com | 507-430-3914 | | linkedin.com/in/alex-jensen32 | github.com/ajensen32

Career Objective

AI Engineer with a proven ability to architect and deploy scalable, production-grade AI solutions that deliver measurable cost savings and productivity gains. Recently graduated with a Bachelor's in Computer Science (AI specialization) from the University of South Dakota, bringing current, up-to-date expertise in rapidly evolving AI technologies.

Education

University of South Dakota – *BS in Computer Science, AI Specialization* Aug 2021 – May 2025

- GPA: 3.6/4.0
- **Coursework:** Computer Architecture, Data Structures, Information Retrieval & Analysis, Web Development, Data Mining, Machine Learning, Artificial Intelligence

Experience

Software Developer I (AI Development), Midcontinent – Sioux Falls, SD May 2025 – Present

- Served as the company's first AI engineer, architecting and deploying end-to-end LLM-based systems in production.
- Developed custom AI pipelines including RAG systems, natural language query agents (KQL/SQL), and real-time telemetry analysis tools.
- Led internal AI enablement through training, documentation, and hands-on support to accelerate adoption.

Projects

Maya – Midco AI Agent

- Architected a company-wide Teams chatbot that dynamically indexes all Source portal and ServiceNow documentation every 24 hours via a RAG pipeline with MCP tool integration, reducing internal support tickets by over 70%.

Log Analytics Agent

- Built a natural language-to-KQL agent over Azure Log Analytics, enabling network engineers to query telemetry and surface critical errors in seconds instead of manual log searches.

Network Intelligence Agent

- Developed a natural language-to-SQL agent across four network data tables (TOC, node, address level), exposed as an MCP server and hosted in Microsoft Teams to drive real-time business decisions on network performance and marketing coverage.

AI Call Transcript Summarizer/Classifier

- Built an LLM-driven real-time call summarization and intent classification system, eliminating 30% of billable contact-center minutes and delivering significant vendor cost savings with Genesys.

AI Modem Anomaly Detector

- Deployed a real-time modem anomaly detection API streaming raw telemetry into an LLM to diagnose faults and recommend truck rolls, enabling faster resolution during live customer calls.

Technologies

Languages: C#, SQL, KQL, Python, JavaScript/React, TypeScript, HTML, CSS

Frameworks & Tools: ASP.NET Core, Blazor, Azure AI Foundry, Azure AI Search, Azure Log Analytics, MCP, Microsoft 365 Agents Toolkit, SQL Server, Azure DevOps