NIKOLA JAKSIC

AI Systems Builder | AI Automation Engineer | LLM & Voice Systems

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PROFESSIONAL SUMMARY

AI systems builder focused on developing working AI solutions using AI-assisted workflows. Builds local LLM systems, voice automation, and memory-driven conversational tools for real-world use cases. Combines 14+ years of technical support experience with rapid prototyping, system integration, and validation of AI systems. Built and demonstrated working AI systems integrating LLMs, persistent memory, and voice pipelines under real-world constraints.

PROJECT LINKS

LinkedIn Profile | Portfolio Website | Live Demo (Nyx AI System)

CORE CAPABILITIES

AI Systems & LLM Integration: Ollama, Qwen, DeepSeek, RAG, FAISS, memory systems
AI-Assisted Development: prompt-to-code workflows, iterative debugging, rapid prototyping
Voice AI & Automation: Whisper STT, Kokoro/Edge TTS, Twilio, Asterisk
Systems: Python, Flask APIs, SQLite, JavaScript, HTML/CSS

PROJECTS

Nyx - Local AI System
- Built and publicly demonstrated a working local AI system integrating LLMs, persistent memory, voice interaction, and real-time conversational behavior
- Integrated RAG, model switching, and long-running conversational continuity
- Validated through live demo and constrained hardware testing

Voice AI Bot
- Built AI voice automation system for real-world call workflows
- Designed intent handling, fallback logic, and interaction flows

AI CRM System
- Built AI-assisted workflow system integrating voice, CRM, and automation pipelines
- Developed tracking and automation for real support and sales use cases

EXPERIENCE

Customer Support & Workflow Specialist | 2024-2026
- Improved AI workflow performance by 30%

Technical Support Specialist (HP) | 2023-2024
- 40+ tickets/day, 95%+ CSAT, 85% FCR

Software Support (Bitdefender) | 2022-2023
- Supported 100+ users weekly globally

REMOTE WORK & SETUP

Fully equipped home office with reliable high-speed internet. Experienced in remote collaboration across international teams and time zones. Comfortable working independently and delivering results in remote-first environments.

LANGUAGES

Serbian (Native) | English (Fluent)