

IAN HOLENDER

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Fullstack Developer, AI Engineer, Data Engineer, and Data Analyst, currently building AI-powered, real-time products at **eShip/Segmail**. I develop customer-facing features, AI chatbots and MCP/LLM integrations, real-time communication services, and analytics dashboards on React/Node.js, and design modern, event-driven data architectures on Microsoft Fabric/Azure. My work has reduced processing times by 35% and supported operations across 3,400+ stores.

EXPERIENCE

eShip/Segmail

Fullstack Developer & AI Engineer

Mexico City
February 2026 – Present

- Architected and shipped an MCP (Model Context Protocol) server that connects LLMs directly to the platform, letting users query and execute real-time actions on their account data — shipments, orders, and inventory — through natural language, with scoped, auditable permissions.
- Built and integrated a Customer Service module (incident management + “Chatter,” a real-time client-agent messaging service) used by 100+ customer-support (SAC) agents for instant, two-way communication with customers (React, Node.js, MySQL, Twilio).
- Designed and deployed an AI support chatbot on the order-tracking page using LLMs (OpenAI, Gemini) to automate customer assistance and deflect repetitive tickets.
- Developed analytics dashboards and an inventory module integrating 39+ e-commerce, marketplace, and fulfillment platforms — 15 e-commerce and 14 marketplaces (Shopify, Amazon, Mercado Libre, Odoo, and more).
- Built an automations module powering scheduled weekly reports, automated shipment and shipping-label (guía) generation, and platform-wide workflow automations.
- Contributed to a production platform serving 12,000+ registered users, driving continuous improvement of v2.0 including interactive onboarding walkthroughs for new clients.

Corporativo Tiendas 3B

Data Engineer & Data Analyst

Mexico City
May 2025 – January 2026

- Implemented an event-driven architecture (Tiendas 2.0) with real-time ingestion and KQL databases for high-performance analytics and monitoring.
- Designed and optimized data pipelines across 21 regions (~3,400 stores); improved the Main Pipeline powering 10 semantic models, cutting refresh time by 35%.
- Reduced ticket-data extraction from 4h30 to 1h07 (Azure Data Factory, Microsoft Fabric); built CI/CD with Azure DevOps and a Data Hub used by 570+ managers.

IBSO

Data Analyst

Mexico City
January 2024 – June 2024

- Managed and built interactive Tableau dashboards for MAPED, Grupo JULIO, and TISA, improving KPI tracking, sales-trend analysis, and inventory management.
- Collaborated with business teams to identify operational bottlenecks, delivering insights that boosted sales performance by ~15–20%.

Shoplogix

Marketing & Business Development Intern

Mexico City
October 2022 – June 2023

- Produced digital and multimedia content for client acquisition in LATAM, and supported the LATAM website redesign, improving usability and lead generation.

PROJECTS

MeshCode — Co-founder · meshcode.io: Real-time mesh for multiple AI coding agents (Claude Code, Cursor, Cline) to collaborate across machines via shared memory, task boards, MCP messaging, and a live dashboard; shipped a published Python CLI.

Certificaciones AI · certificacionesai.com: AI-courses e-learning platform (15 courses / 110+ lessons) with an AI tutor, quizzes, personalized learning plans, and PDF certificates.

Nexsys Credit Platform · misfichasnexsys.com: Credit-application lifecycle platform (capture → review → approve) with role-based access, per-field comments, access logs, and an analytics dashboard.

Visión 360 · shoplogix-vision360.com: Multi-tenant CRM with executive dashboards, 3D map visualizations, referral/talent Kanban boards, automated weekly email digests, and a data-grounded AI assistant.

NotarIA · notaria-app-beta.vercel.app: AI notarial-management platform (multi-tenant) replacing legacy systems, with case files, a unified identity archive, and AI-assisted capture.

EDUCATION

Instituto Tecnológico de Estudios Superiores de Monterrey (Tec de Monterrey)

B.S. in Computer Technologies Engineering

Mexico City
August 2021 – June 2025

Universidad CEU San Pablo

Program in Marketing & Digital Marketing

Madrid, Spain
August 2024 – January 2025

CORE COMPETENCIES

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|----------------------------------|------------------------------------|-------------------------------|
| • AI / LLM Engineering | • Multi-Tenant SaaS Architecture | • Data Pipelines & Analytics |
| • Full-Stack Product Development | • Cloud-Native & Serverless | • CI/CD & Automation |
| • Real-Time Systems & Messaging | • API Design & Integrations | • System Design & Scalability |
| • Event-Driven Architecture | • Database Design & Security (RLS) | • Product Ownership (0 → 1) |

TECHNICAL SKILLS

Languages: Python, JavaScript, TypeScript, SQL, KQL, C/C++, C#, PySpark

Frontend: React, Next.js, Vite, Tailwind CSS, Material UI, shadcn/ui, TanStack Query, React Hook Form, Zod

Backend & Real-Time: Node.js, Express, Python, REST APIs, MCP servers, serverless & edge functions, WebSockets / SSE streaming, Twilio

AI & LLMs: OpenAI, Gemini, Anthropic, MCP, AI agents, prompt engineering, tool-calling, streaming, RAG / context engineering

Data, Cloud & DevOps: PostgreSQL, MySQL, Supabase (RLS), Prisma, Microsoft Fabric/Azure, Azure Data Factory, AWS (S3/RDS), Vercel, Cloudflare, CI/CD

Integrations, Viz & Tools: Shopify / Amazon / Mercado Libre / Odoo, Stripe, JWT/OAuth, Recharts, three.js, Power BI, Tableau, Git, Figma, Vitest, Playwright **Spoken:** Spanish (Native), English (B2)