

James Queripel

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About Me

AI Engineer and E-Learning Technology Specialist with 8+ years of experience designing intelligent systems, educational technology solutions, and enterprise IT infrastructure. Expert in developing AI-powered automation platforms, learning management systems, and full-stack applications. Proven track record implementing machine learning solutions and E-Learning.

TECHNICAL SKILLS & COMPETENCIES

AI & Machine Learning: PyTorch, TensorFlow, Scikit-learn, AI System Architecture, Machine Learning Implementation, Computer Vision, Natural Language Processing, Chatbot Development, Content Generation AI, Automation Platforms

Programming & Development: Python, JavaScript, SQL, VBA, Full-Stack Web Development, RESTful APIs, Database Management, Git, System Automation

E-Learning Technology: Learning Management Systems (Blackboard and Moodle), Storyline 360, Interactive Course Development, Educational Content Creation, Adobe Creative Suite (Premiere Pro, After Effects, Photoshop), Training Program Design

Cloud & Infrastructure: AWS, Azure, Docker, Windows Administration, System Administration, Technical Support, DevOps, CI/CD Pipelines

Project Management & Frameworks: Agile/Scrum, DevOps Methodologies, PRINCE2, ITIL Framework, Technical Documentation, Team Leadership

PROFESSIONAL EXPERIENCE



Artificial Intelligence Engineer | 3D Print Engineering | Brussels, Belgium

June 2025 – Present | Freelance

- Developing computer vision AI system for real-time 3D printing quality assurance and defect detection
- Built multilingual AI translation system preserving document formatting using advanced NLP techniques, enabling global market expansion



Helpdesk and Support Agent | World Customs Organization | Brussels, Belgium

July 2022 – June 2025 | Full-time

- Provided Level 1 technical support for mission-critical systems, maintaining 98% user satisfaction through proactive troubleshooting
- Managed incident resolution workflows and system optimization for international customs technology platforms
- Collaborated with international development teams on system integrations and technology deployments



E-Learning IT Support | World Customs Organization | Brussels, Belgium

January 2018 – June 2022 | Full-time

- Administered enterprise IT infrastructure supporting global e-learning systems (CliKC and WCO Academy) serving 183+ member countries with 99.8% uptime and the public sector with WCO Academy.
- Developed technical documentation and user training materials for complex enterprise software systems
- Maintained learning management systems and provided technical assistance for online training programs



Computer Officer | Swinburne University of Technology | Melbourne, Australia

May 2016 – July 2017 | Part-time

- Designed and developed interactive e-learning courses using Storyline 360 and multimedia technologies, improving student engagement
- Administered Blackboard Learning Management System including content creation, user management, and technical support for 15,000+ users



Administrative Assistant | Swinburne University of Technology | Melbourne, Australia

August 2015 – December 2015 | Part-time



Infantry Soldier | Australian Army | Darwin, Australia

June 2009 – June 2013 | Full-Time

EDUCATION & CERTIFICATIONS

Master of Information Technology Management | University of Technology Sydney

Expected: March 2027

Specialization: Machine Learning, AI for Enterprises, Digital Strategy, Data Visualization, Cybersecurity Management

Bachelor of Information And Communication Technology

Swinburne University of Technology | 2013 – 2018

Focus: Interactive Systems Design, Programming, Digital Media

Professional Certifications:

- Learning AI Through Visualization – Columbia+ (July 2025)
- DevOps Fundamentals – PeopleCert (May 2023)
- ITIL 4 Foundation – AXELOS (May 2023)
- PRINCE2® Foundation in Project Management – AXELOS (September 2022)