

# Jaycee Lydian

Technical Leader | Systems Architect | AI Innovator

Seattle, WA

[www.jayceelydian.com](http://www.jayceelydian.com)

[contact@jayceelydian.com](mailto:contact@jayceelydian.com)

[760-703-4946](tel:760-703-4946)

## Experience

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### **Emerald City Beacon**

2024 - present

#### **Founder & Technical Director**

- Designed a centralized data warehouse to aggregate and verify local social service data, ensuring high accuracy through volunteer-driven processes.
- Built a Retrieval-Augmented Generation (RAG) AI chatbot to provide multilingual, user-friendly assistance to low-income individuals, driving accessibility and impact.
- Scaled technical infrastructure to handle increasing user demands while minimizing operational costs.
- Advocated for inclusive, user-centered design to ensure equitable access to technology.

### **Crowd Cow**

2020 - 2024

#### **Customer Experience Architect**

- Directed a full redesign of customer-facing systems, unifying UX/UI to improve conversion rates by 20%.
- Scaled subscription services 50x, enabling rapid growth and maintaining reliable food delivery amid supply chain disruptions during COVID.
- Developed an intelligent product substitution algorithm, reducing fulfillment failures by 90%.
- Strengthened cybersecurity by implementing modern authentication protocols, preventing \$600k+ in fraud losses during continued attacks.
- Overhauled payments infrastructure, integrating Stripe Elements to improve customer experience and system maintainability.

### **[ i ] motion creative**

2003 - 2020

#### **Founder & Principal Consultant**

- Delivered end-to-end custom programming and consulting services, specializing in scalable web applications and system integrations.
- Migrated legacy systems to AWS Cloud, improving performance, scalability, and cost efficiency.
- Designed and implemented solutions such as bespoke Point of Sale systems, employee portals, and inventory management tools tailored to client needs.
- Oversaw integration of third-party tools and APIs like QuickBooks, Shopify, and Google Services to streamline operations and increase client revenue.

## Skills

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**Programming:** JavaScript/TypeScript, Ruby, Python, PHP, SQL, GraphQL, HTML5, CSS3/Sass

**Technologies:** AWS, Docker, ReactJS, Node.js, Ruby on Rails, Django

**Systems Design:** Microservices, distributed architecture, scalable systems, API design

**AI/ML:** Prompt engineering, RAG, AI-driven systems, NLP, algorithm development, data pipelines