Corbin Caldwell

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Professional Summary

AI Automation Engineer with mastery and versatility in the domains of agentic engineering, SaaS operations, internal tooling, and research harness architecture.

Highly motivated, passionate, and versatile in hyperscaling start-up environments. Fluent in Spanish.

Portfolio

KbDrop: hyperoptimized knowledge retrieval platform. Delivers accurate, sub-second answers from fragment knowledge sources (docs, web, code, email, multimedia) via one centralized interface.

Daili: offline-first mobile app for budgeting. Runs on-device ML models for OCR (receipt scanning) and purpose-optimized Speech-To-Text expense entry. Live on the Play Store with active users.

ParetoNet: minimalistic web tool to visually compare LLM cost, task completion time, and intelligence.

Education

Master of Software Development, Computer Software Engineering | Utah Tech University | Dec, 2026

Information Technology and Cybersecurity | Dixie Technical College | Aug, 2024

- CCNA
- CompTIA Network+
- CompTIA Security+

Bachelor of Arts in Spanish, English Minor | Utah Tech University | May, 2022

- Summa Cum Laude: 3.98 GPA
- Spanish Student of the Year

Professional History

AI Support Engineer/US Enterprise Support Shift Lead | ElevenLabs | June, 2025 — Present

Leads the ElevenLabs US Enterprise Support Team. Triages and resolves urgent tickets for multimillion dollar clients. Builds high-value internal tooling to streamline handling of complex tickets and large-scale incidents. Collaborates with FDEs, Agent Engineers, and Account/CSM teams to resolve diverse bugs using GCP/Grafana log analysis and live code replications.

Tier I/Tier II Support Specialist | Mango Voice | May, 2024 — June, 2025

Works with IT professionals, end-users, and enterprise partners to handle technical issues. Applies methodological troubleshooting, packet capture analysis and advanced tooling to ensure timely resolution while reliably making contact with all stakeholders.

Internet Support Technician | InfoWest | February, 2024 — April, 2024

Troubleshoots, identifies, and solves network, voip, and software issues. Calls, messages, and interacts in-person with customers to ensure satisfaction. Configures routers and other network hardware with optimal configuration and any necessary voip parameters.