Cohen Gallagher

SUMMARY

Prompt Engineer with experience designing structured conversational logic for production AI voice systems. Helped build an AI Voice Implementation department from the ground up, supporting prompt architecture, workflow logic, and system testing for live client environments and enterprise use cases.

EXPERIENCE

PrecisionIT

Associate AI Engineer

August 2025 - Present

- Designed and maintained AI-driven voice automation workflows using prompt engineering and structured conversational logic
- Supported client delivery and performance optimization through prompt iteration, workflow tuning, and system testing

Associate Technician

May 2025 - August 2025

- Delivered remote troubleshooting and resolution across client systems, networks, and peripherals in multi-tenant MSP environments
- Managed user access, issue escalation, and software deployments through RMM/PSA tooling while supporting senior technicians on infrastructure maintenance

PROJECTS

AI Medical Receptionist Workflow

Tech: Prompt engineering, conversational state management, workflow automation, API/webhook integration

- Built an AI-driven call workflow automating patient verification and the full appointment lifecycle for a healthcare practice
- Designed structured prompt logic and webhook integrations with validation and fallback handling

Full-Stack Operations Checklist Application

Tech: Python (Flask), Supabase, HTML, Tailwind CSS

- Built a role-based checklist application for managing standardized tasks across new location openings, supporting admin, on-site, and remote workflows
- Implemented backend APIs with Flask and Supabase, and a responsive frontend using HTML and Tailwind CSS

CONTACT

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SKILLS

- AI prompt engineering for conversational automation
- Event-driven workflow automation and orchestration
- API-based systems integration
- Conversational state management and decision logic
- Data extraction and validation from unstructured input
- Error handling and fallback design for automated systems
- C# / Java / Python

EDUCATION

Northeast Community College 2024–2026

GPA: *3.9*

Associate of Applied Science: Web & Visual Application Development and Information Security

ACHIEVEMENTS

- Walter Scott Jr. Career Pathway Scholarship Recipient, May 2024
- Microsoft Excel, Word, and PowerPoint Certified
- Hybrid Server Pro: Core Certification
- FBLA Des Moines Career Connections Conference Case Study - 1st Place, October 2024