Boris Miladinov



MACHINE LEARNING ENGINEER / GENAI & AUTOMATION

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PROFILE

Machine learning engineer with two years of experience building and supporting production GenAI and automation systems. Work spans enterprise RAG, search, data ingestion, LLM-based extraction and Python/Azure integrations. Also develops open-source, GPU-accelerated AI tooling.

PROFESSIONAL EXPERIENCE

Heidelberg Materials · Digital Hub Varna

Oct 2024 – Present

Junior Machine Learning Engineer Oct 2026 – Present

- Develop Cognigy voice and chat agent flows for a ServiceNow integration targeting ticket creation, live-agent transfers and other support scenarios.
- Implemented post-call emails to share website links, ticket numbers and other details in writing rather than reading them aloud.
- Integrate knowledge retrieval via Azure AI Search, backed by scheduled Databricks article indexing; troubleshoot LLM query extraction and search API requests.

Trainee Machine Learning Engineer Oct 2024 – Sep 2026

- Co-developed enterprise RAG assistants across solutions indexing approximately 500,000 documents, within a team-designed architecture.
- Built web and email ingestion, knowledge indexing and search integrations, including retrieval from external technical references.
- Implemented structured LLM extraction from emails and attachments, with validation and downstream integrations.
- Supported deployed assistants serving 200+ requests per day in aggregate; monitored latency, token costs, user feedback and answer quality.

Sutherland Bulgaria · Avaya project

Sep 2022 – Sep 2024

Porting Specialist → Senior Porting Specialist

- Coordinated business telephony migrations and technical escalations, including SIP/IP troubleshooting and operational support.

SELECTED OPEN-SOURCE PROJECTS

SimpleSubGen GitHub ↗

Built an offline, GPU-accelerated subtitle pipeline with faster-whisper, NLLB, FFmpeg and a recoverable SQLite job queue; published as a Docker image.

Homelab GitHub ↗

Designed and operate six Fedora/Docker Compose stacks with Caddy/HTTPS, WireGuard-based private access, monitoring, GPU services and configuration checks.

TECHNICAL SKILLS

GenAI & agents	Azure OpenAI, RAG, Azure AI Search, semantic/hybrid search, embeddings, Cognigy, Copilot Studio, Whisper, NLLB
Engineering & data	Python, REST APIs, Azure Functions, Azure SQL, Redis, SQLite, web scraping, pandas, NumPy
Infrastructure	Azure, Docker/Compose, Linux, Git, GitLab CI/CD, GitHub Actions, Caddy, CUDA/NVIDIA GPU

EDUCATION & LANGUAGES

TU Wien (Vienna University of Technology)

Bachelor's degree, Mechanical Engineering · 2017–2022

Languages

Bulgarian (native) · English, German (fluent)