

Nana Abekah

Senior Software Engineer | Technical Lead | Cofounder

Canada | abekah12345@gmail.com | nanabekah.com

LinkedIn: nana-abekah-936960151 | GitHub: Nanared1

Senior software engineer and startup cofounder building production AI systems. Leads work from architecture and hands-on implementation through cross-functional delivery, evaluation, and rollout.

EXPERIENCE

Ada Support Inc.

May 2021-Present

Senior Software Engineer · March 2025-Present

- **Lower AI costs, stronger independent resolution.** Architected and led an AI decision-engine rewrite that improved both in evaluation. Built the initial implementation, then led delivery; currently rolling out.
- **Faster, more predictable workflows.** Led a rebuild of AI workflow execution, moving fixed steps into code to reduce unnecessary model calls. Owned architecture, implementation, and cross-functional delivery through launch.
- **Reusable business processes.** Built reusable workflows end to end, from hackathon prototype to production, so businesses can define common steps once and use them across customer-service processes.
- **Fewer unnecessary handoffs.** Improved when the AI agent escalates to people, increasing independent resolution and reducing handoffs in controlled evaluation. Results informed a customer-configurable setting.
- **Better answers from less context.** Built reusable, source-grounded answers from help-center articles and improved retrieval quality in evaluation. Avoids processing full articles for simple, repeated questions; currently rolling out.
- **Faster, more resilient AI services.** Removed a model-request concurrency bottleneck to improve evaluation-service response times. Added AI-provider failover and resolved complex production customer issues.

Earlier work: content integrity, backend scalability, and security incident response.

Previously: Software Engineer II (May 2022-February 2025) · Software Engineer I (January-April 2022) · Software Engineer Intern (May-December 2021)

Kabby

November 2023-May 2025

Cofounder & Lead Engineer · St. John's, Newfoundland

- **Launched a rideshare platform used by 3,000+ people.** Co-founded Kabby and owned the mobile apps and backend through release on the App Store and Google Play.
- Built ride matching, driver allocation, real-time updates, and payments with React Native, TypeScript, Node.js, GraphQL, MongoDB, Redis, GCP, and Stripe.

BEAP Lab

January 2019-April 2021

Software Engineer · St. John's, Newfoundland

- Enabled research data collection across Apple Watch, Fitbit, and Garmin through a React Native app. Built encrypted APIs and a web portal for researchers to analyze participant data.

City OS

November 2018-January 2021

Cofounder & Lead Engineer · St. John's, Newfoundland

- Co-founded and built a platform for communication between municipalities and constituents. Owned the Angular application, Node.js and GraphQL APIs, and MongoDB database design.

Beacon Intelligence

February-June 2019

Frontend Engineer · St. John's, Newfoundland

- Built and deployed a Vue.js interface on GCP that enabled companies to monitor asset locations in real time.

TECHNICAL EXPERIENCE

Python | TypeScript | JavaScript | Node.js | React | React Native | GraphQL | PostgreSQL | MongoDB | Redis | Docker | GCP | AWS | AI evaluations | Codex | Claude Code

EDUCATION

Memorial University of Newfoundland B.Sc., Computer Science · September 2018-December 2022