Andrew Caietti

San Diego, CA · (858)-750-0697 · andrew.caietti@gmail.com

Professional Experience

Principal Specialist Solutions Engineer, Salesforce (Tableau) *August 2021 – Present*

- Architected analytics and machine learning solutions aligning enterprise customers' business and IT requirements with the Salesforce Suite, integrating with enterprise systems such as Snowflake and Amazon S3.
- Delivered over $17 million in ACV with +31% YoY growth and 41% Win Rate, contributing to $52 million ACV across Salesforce products.
- Volunteered 80+ hours through Salesforce's Pro-Bono program with an education nonprofit, helping design AI and RAG-based workflows to connect underprivileged students with internships and apprenticeships.
- Developed LLM-based agent solutions that improved enterprise case deflection by 32%, integrating OpenAI & Anthropic.
- Led technical enablement internally for over 250 Solutions Engineers on the technical backend and best practices of developing custom machine learning models, data visualization, and LLM-based Agents in Salesforce and Tableau.
- Presented at Dreamforce and Tableau Conference on architecting agentic AI systems, applying AI to analytics workflows, and monitoring CI/CD for agents in production.
- Produced client workshops, proof of concepts, and product demonstrations for top enterprise and commercial manufacturing, automotive, and energy technical and executive audiences.
- Built Python-based tooling for Solutions and Architect teams to improve data quality of customer-facing product demonstrations through Salesforce APIs.
- Lead our Voice of the Customer program, partnering with 61 Product Managers and 400 Solutions Engineers to prioritize product roadmap with customer feedback and quantify product feature requests.
- Ranked among the top 1% of Solutions Engineers at Salesforce, named Specialist SE of the year for FY26.

Research Assistant, William and Mary Department of Mathematics *October 2018 – May 2021*

- Fine-tuned transformer-based NLP models for sentiment classification in Python, improving model performance by 29%.
- Developed SQLite3 relational database and schema, warehousing more than 50 columns and 400,000 rows of Clinical Trial and Twitter data for use in text classification and general research.

Solutions Engineering Intern, Tableau *May 2020 – August 2020*

- Built reusable demo assets, including ETL workflows and a custom REST API/Python web data connector for flight data, standardizing the demonstration for the Solutions Engineering organization.

Consulting Intern, U.S Department of the Treasury *May 2019 – August 2019*

Education

College of William & Mary, Williamsburg, VA *August 2017 – May 2021*

Bachelor of Science: Applied Mathematics; Honors; Cum Laude; Dean's List 2019, 2020, 2021

Relevant Projects

Dude, Where's My Board? (2025 - Present) — Built an AI-enabled surfboard identification and valuation application using a distributed architecture across AWS, Supabase, and Vercel. Python, Javascript, AWS, Supabase, Vercel, Claude Code

TideEye (2025 - Present) — Developed an AI-powered visibility assessment concept using distributed AWS architecture and computer vision techniques to evaluate underwater visibility conditions. AWS, Claude Code

Sentiment Analysis of Blockchain in Healthcare (2019 - 2023). Curated and classified unstructured data to observe public perception of emerging technologies. Python, Tensorflow, SciKit-Learn, Transformers, SQLite, Requests, Pandas

Volunteer Experience

- Upchieve Mathematics Tutor (2020 - Present). Tutor students from underprivileged backgrounds in mathematics.
- Orientation Director (2019-2020). Collaborated to design and execute William and Mary's new student program.

Languages and Technologies

- Python (pandas, numpy, SciKit-Learn, Transformers, Tensorflow, Matplotlib, Git, Requests); SQL; R; Stata; GIS;
- Tableau, Claude Code, Salesforce, Snowflake, AWS, Visual Studio, Jupyter Notebook, SQLite DB, LaTeX, Github