

Joseph Bisaccia

Lead AI Engineer

Enterprise AI Governance • Security • Infrastructure

Gilbert, AZ · 480-205-1807 · jbisaccia9@gmail.com · [LinkedIn](#) · [GitHub](#) · [AI Portfolio](#) · [Website](#)

PROFESSIONAL SUMMARY

Lead AI Engineer designing secure, governed enterprise AI systems for regulated, clinical, and enterprise operating environments. Builds HIPAA-compliant AI infrastructure, RAG pipelines, Agentic Workflow Development, AI Automations, and LLM evaluation practices while leading stakeholder adoption, training, and measurable process improvement.

EXPERIENCE

Behavior Frontiers | Jul 2026 - Present

Lead AI Engineer

- Building the AI function from the ground up across a national network of autism and behavioral health centers as the founding AI engineering resource.
- Architecting HIPAA-compliant AI infrastructure, RAG pipelines, agentic workflows, and LLM-powered automation for clinical and operational teams.
- Establishing governance-oriented AI implementation priorities with clinical, operations, and department stakeholders across enterprise workflows.
- Leading staff training and change management so distributed teams can adopt AI tools responsibly.

Capital Energy | 2024 - Jul 2026

AI Engineer / Technical Project Manager

- Designed and deployed a customer-facing RAG chatbot with agentic logic for inbound solar queries, reducing response times by 40% and increasing self-service adoption.
- Built an outbound lead reactivation agent using Voiceflow, Twilio, and ElevenLabs to automate prospect engagement and accelerate sales pipeline growth.
- Led CRM migration to Core 365, guiding data migration, workflow redesign, and system integration as technical project manager.
- Designed Make and Zapier automation pipelines that reduced manual operational work by 40% and setup time by 30%.

Handshake AI / Outlier AI / Mercor | 2024 - Present

AI Model Training & Prompt Engineering Specialist

- Conduct expert data annotation and dataset curation for large language model training pipelines across frontier AI platforms.
- Evaluate model outputs with reward metrics to improve response quality, alignment, consistency, and hallucination mitigation.
- Contribute to RLHF and preference data workflows for conversational and technical use cases.

Gilbert Public Schools | 2022 - 2025

Instructional Designer & AP Computer Science Teacher

- Taught AP Computer Science in Java and Python while leading STEM and robotics programs with project-based technical curricula.
- Coordinated API integration workshops and product management training with local firms to build student career pathways.

Higley Unified School District | 2017 - 2022

Instructional Designer & Trainer

- Directed district-wide change management and training enablement programs across multiple technology platforms.
- Led adoption of Canvas LMS and Google Workspace and managed EdTech projects in Jira using Agile methods.

CORE COMPETENCIES

Technical

AI Engineering, RAG Architecture, Agentic Workflow Development, AI Automations, Prompt Engineering, LLM Optimization, LLM Evaluation, Hallucination Mitigation, AI Model Training & Fine-Tuning, HIPAA-Compliant AI Infrastructure, Python, LangChain, API Integration, CRM Administration, Make / Zapier

Governance & Security

Enterprise AI Governance, AI Security Considerations, Regulatory and Compliance-Oriented AI Implementation, Secure Enterprise AI Architecture, Healthcare and Regulated-Industry Use Cases

Leadership & Strategy

AI Function Development, Technical Program Management, Stakeholder Engagement, Change Management, Training Enablement, Cross-Functional Collaboration

CERTIFICATIONS

RAG & Agentic AI Professional Certificate - IBM / Coursera
Certified Associate in Project Management (CAPM) - PMI Institute
Claude Code 101 - Anthropic

EDUCATION

Quantic School of Business and Technology - M.S., AI Engineering (2026 - 2027)
Arizona State University - M.Ed., Administrative Leadership (2020 - 2022)
Arizona State University - B.A., Journalism & Mass Communication (2010 - 2013)

LANGUAGES

English (Native)
Spanish (Fluent)