

TRISTAN NOHRER

Context Engineer | Applied AI Engineer | Forward Deployed Engineer | AI Platform Engineer

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SUMMARY

Context Engineer and Applied AI Engineer with 10+ years designing the infrastructure, integration layers, internal platforms, and product systems that let AI and business teams do useful work. Currently a Forward Deployed Engineer at Infinitus building the context and tool layer between AI voice agents and enterprise healthcare systems. Strengths span MCP development, secure agent access, enterprise integrations, platform architecture, customer discovery, and end-to-end delivery from ambiguous workflow to shipped product.

Operates with Staff Software Engineer-level ownership across architecture, delivery standards, mentoring, governance, and cross-functional technical decision-making.

PLATFORM EXPERTISE

Context Engineering: tool definitions, schemas, retrieval patterns, permissions, feedback loops

Forward Deployed Engineering: customer discovery, RFP scoping, pilot architecture, fast demo-to-production loops

Healthcare Systems: AI voice agents, Epic FHIR, Salesforce, HubSpot, PubMed/OpenFDA

Product Delivery: full-stack engineering, UX systems, release management, accessibility, live operations

Applied AI Infrastructure: MCP servers, agent tooling, secure execution contexts, evaluation-ready workflows

Enterprise Integrations: REST APIs, OAuth 2.0, MuleSoft, Snowflake, SQL, PostgreSQL, SFTP

Platform Architecture: internal tools, automation at scale, guardrails, risk mitigation, observability

Salesforce Platform: Apex, LWC, Aura, Flow, SOQL, Omni-Channel, governance and secure integration

PROFESSIONAL EXPERIENCE

Infinitus Systems, Inc. - Applied AI Engineer / Forward Deployed Engineer

March 9, 2026 - Present

- Build the integration layer between AI voice agents and enterprise healthcare systems, shaping context, authentication, data access, and failure handling across Salesforce, Epic FHIR, and related client platforms.
- Designed and shipped production MCP connectors for Salesforce, Epic FHIR, HubSpot, and PubMed/OpenFDA, giving pharma clients agent-safe access to governed data and workflow actions.
- Architected Salesforce Omni-Channel routing and SOQL-based retrieval tools used as technical foundations for enterprise pilots and agent workflow demos.
- Lead pre-sales and RFP conversations as the AI and integration SME, translating customer workflows into scoped technical proposals, pilot plans, and delivery tradeoffs.
- Own end-to-end feature delivery from architecture through deployment, often converting client requirements into working demos within days.

Cash App (Block, Inc.) - Senior Platform Engineer, Enterprise Systems and Salesforce

May 2022 - March 2026

- Owned critical platform automation and integration layers for risk, disputes, compliance, and banking teams, improving reliability in regulated operational workflows.
- Designed automation frameworks connecting Salesforce, MuleSoft, and Snowflake, eliminating thousands of manual hours annually through better routing, enrichment, and data movement.
- Built one of the first Salesforce MCP integrations in a regulated enterprise environment, enabling secure AI agent interaction through OAuth, scoped APIs, and controlled execution contexts.
- Partnered with security, compliance, and engineering teams to align MCP and automation systems with data-access governance, auditability, and least-privilege requirements.
- Developed Lightning Web Components, UX patterns, and guardrail systems that reduced investigation time and mitigated financial and regulatory risk.
- Mentored engineers and administrators while influencing platform direction and engineering best practices across teams.

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PROFESSIONAL EXPERIENCE CONTINUED

PandaDoc - Senior Salesforce Administrator / Platform Builder

October 2021 - May 2022

- Led platform stabilization and scalability work for IPO readiness, improving the maintainability of revenue systems under growth pressure.
- Refactored legacy automations, bulkified workflows, and reduced technical debt so revenue operations could scale with fewer brittle process failures.

Silverline CRM - Senior Business Analyst / Consultant

June 2021 - October 2021

- Led discovery and solution design for enterprise Salesforce implementations, turning stakeholder workflows into scalable architectures and delivery plans.
- Partnered with business stakeholders and delivery teams to reduce ambiguity, align requirements, and drive successful platform adoption.

First Financial Bank - Digital Salesforce Solution Architect I

August 2019 - June 2021

- Owned Salesforce architecture and platform delivery across multiple banking lines of business, balancing business needs, risk, and long-term system maintainability.
- Delivered custom engineering solutions that saved more than \$20,000 versus third-party vendors.
- Designed Next Best Action strategies that generated millions in potential sales revenue for contact center teams.

CDK Global - Platform Support Engineer

November 2015 - August 2019

- Supported cloud-based CRM and inventory platforms serving thousands of clients across multiple providers.
- Debugged production issues across web applications, analytics pipelines, and AWS CloudFront while serving on an escalation team for critical CRM outages.
- Mentored junior support engineers and helped improve incident response quality during high-pressure customer issues.

INDEPENDENT PRODUCT DELIVERY

- **CouchXCrawler.com** - Cross-platform iOS and Android mobile game built with modern mobile frameworks, cloud services, accessibility standards, and live operations tooling; led product strategy, architecture, UX, implementation, release management, and post-launch support, expanding accessibility through VoiceOver, Voice Control, Reduced Motion, and Android accessibility features.
- **JunkCam.wtf** - iPhone and iPad utility app for temporary photos, designed around fast capture, scheduled photo lifespans, automatic cleanup, and on-device privacy with no cloud account or subscription.

EDUCATION AND CERTIFICATIONS

Miami University of Ohio - Bachelor of Integrative Studies, Applied Art and Design and Information Technology

Salesforce Certified Administrator; Salesforce Certified UX Designer; Salesforce Certified Strategy Designer; Salesforce Certified AI Associate; Certified Scrum Master; 2x Trailhead Ranger