

Daniel Visca

Dedicated to engineering systems that leave the world better than we found it.

✉ danielvisca96@gmail.com ☎ +1 (206) 291 2052 📍 Seattle, WA 🌐 <https://www.linkedin.com/in/daniel-visca/>

WORK EXPERIENCE

Microsoft

Software Engineer September 2021 - Present

- QEA (AI Case Review) – core developer on pilot team rebuilding customer support to be AI-first; built from 0 → v3 with AI case review integrated into support case tracking (Dynamics 365); owned reassignment flow, AI admin portal, agent criteria config and pilot gating; now used by HP, HSBC, Ford, T-Mobile, Lowe's, EY to reduce manual reviews and improve quality consistency.
- ASAT (Agent Satisfaction) feedback platform – originated as my hackathon, scaled to production: built pipeline processing ~100k surveys/year with real-time topic & score monitoring; modular, secure (PME, MI, Key Vault), and adopted by multiple support teams (Commercial & Consumer) saving 1000+ hours of meetings a year.
- Reliability & dev velocity – launched On-Call Skill Gap program and emergency takeover SOP. Built Lazy Deploy(build/sign/deploy automation) to speed Dynamics solution delivery across the team

RxChainge

Founding Engineer August 2023 - Present

- First technical hire; defined the roadmap, architecture, and AI strategy, establishing the company's technical foundation.
- Designed and delivered the initial multi-agent AI avatar platform, with core work in grounding information and conversation steering to support natural, real-time dialogue.
- Eliminated critical latency bottlenecks, achieving a 16x improvement in LLM response time through streaming and architectural optimization – a make-or-break milestone for product viability.
- Early platform success enabled pilots with Pfizer, RQESR, University of Toronto, and CDHF, generating ~\$200k ARR

Early Experience (Internships)

Software Engineer 2017 - 2020

- Microsoft – OneSupport (“Customer Zero”): Contributed as a software engineering intern; offered a full-time return position.
- Shopify – Pricing Team: Led development of a BxGy discount feature; refactored GraphQL & REST APIs, updated pricing DB, and built algorithms for complex discount handling.
- Breather – Product Team: Built real-time services dashboard with revenue and usage analytics; praised by CEO for enabling data-driven growth tracking.

EDUCATION

University of Toronto

Honours B.Sc. Computer Science & Cognitive Science 2021

- Specialized in computational cognition, and human-computer interaction.
- Leadership & activities: Co-founded Computer Science Committee; Student Union Rep; organizer/mentor at Hack Nights; key contributor to UofT AI conference

PROJECT

Not4Humans - MuscleMemory

building

- Python library for LLM agents to compile trial-and-error into deterministic, reusable skills; built skill mining pipeline, session tracking, and local registry with one-line agent wrapper.

Sincerity

- Chrome extension to depolarize media with real-time bias labels; shipped v0 with 850 organic installs and 3.9k interactions. Designed full ML pipeline: custom topic & sentiment models, fallacy detection, and narrative graph linking ~2k articles nightly.