Software Engineer (with overlap into ML Engineer) for Artificial Intelligence team (Engagement)

Description

Bloomreach is the world's #1 Commerce Experience Cloud, empowering brands to deliver customer journeys so personalized, they feel like magic. It offers a suite of products that drive true personalization and digital commerce growth, including:

- **Discovery**, offering AI-driven search and merchandising
- **Content**, offering a headless CMS
- **Engagement**, offering a leading CDP and marketing automation solutions

Together, these solutions combine the power of unified customer and product data with the speed and scale of AI optimization, enabling revenue-driving digital commerce experiences that convert on any channel and every journey. Bloomreach serves over 850 global brands including Albertsons, Bosch, Puma, FC Bayern München, and Marks & Spencer. Bloomreach recently raised $175 million in a Series F funding round, bringing its total valuation to $2.2 billion. The investment was led by Goldman Sachs Asset Management with participation from Bain Capital Ventures and Sixth Street Growth. For more information, visit Bloomreach.com.

Join our Artificial Intelligence team as a **Software Engineer** and help us revolutionize marketing with ML-powered solutions! You'll work on cutting-edge technologies, impacting millions of users, and contributing to a product that truly makes a difference. The salary range starts at **3500€ per month,** along with restricted stock unites and other benefits. Working in one of our**Central European offices or from home** on a **full-time basis**, you'll become a core part of the **Engineering Team**.

What challenge awaits you?

You'll face the exciting challenge of building and maintaining ML-powered features in a production environment, ensuring they are reliable, scalable, and deliver real value to our users. You'll work alongside a team to overcome the unique challenges of building and running ML models in a SaaS environment, including managing data complexity, optimizing for performance, and ensuring model robustness.

You will cooperate with your teammates, Data Science engineers, and Engineering and Product leaders to speed up ML-powered features' delivery (from ideation to production) by applying principles of continuous discovery, integration, testing, and other techniques from Agile, DevOps, and MLOps mindsets. This will involve building efficient workflows, automating processes, and fostering a culture of collaboration and innovation.

Your job will be to:

1. Design & Deliver new features
2. Ensure quality and performance of developed solution
3. Support and Maintain owned components

Hiring organization
Candidate-1st

Employment Type
Full-time

Beginning of employment
asap

Job Location
Slovakia, Czechia, Remote

Working Hours
40

Base Salary
euro EUR 42K+

Date posted
June 8, 2024

a. Design & Deliver new features

- Translate business requirements for ML-powered features into technical specifications and design documents.
- Collaborate with data scientists to ensure new ML features' technical feasibility and scalability.
- Define and develop back-office API endpoints (to configure the features) as well the high-performance serving endpoints.
- Develop and implement ML models, algorithms, and data pipelines to support new features.
- Deploy and monitor new features in production, ensuring seamless integration with existing systems.

b. Ensure quality and performance of developed solution

- Perform rigorous testing and quality assurance of ML models and code, including unit tests, integration tests, and A/B testing.
- Implement monitoring systems and dashboards to track the performance of ML models in production, identify potential issues, and optimize for accuracy and efficiency.
- Contribute to developing and implementing DevOps and MLOps best practices within the team.

c. Support and Maintain owned components

- Maintain end-to-end features, encompassing back-office APIs, models, definitions, and high-performance serving APIs.
- Provide ongoing support and maintenance for existing ML-powered features, including troubleshooting issues, fixing bugs, and implementing enhancements.
- Support our client-facing colleagues in the investigation of possible issues (L3 support).
- Document code, design decisions, and operational procedures to facilitate ongoing maintenance and knowledge sharing.

What technologies and tools does the AI team work with?

- Programming languages – Python
- Google Cloud Platform services – GKE, BigQuery, BigTable, GCS, Dataproc, VertexAI
- Data Storage and Processing – MongoDB, Redis, Spark, TensorFlow
- Software and Tools – Grafana, Sentry, Gitlab, Jira, Productboard, PagerDuty

The owned area encompasses various domains such as Recommendations, Predictions, Contextual bandits, MLOps. Therefore, having experience in these areas would be beneficial. The team also works with large amounts of data and utilizes platforms and algorithms for model training and data processing & ML pipelines. Experience in these areas is highly valued.

Your success story will be:

- In 30 Days: Successfully onboard and contribute to ongoing tasks, demonstrating understanding of the codebase and team processes.

- In 90 Days: Contribute to design discussions and independently deliver high-quality code for assigned features. Participate in investigating and resolving production issues.
- In 180 Days: Independently manage larger tasks, contribute to team improvements, and confidently handle L3 support, investigating and resolving production issues.

You have the following experience and qualities:

1. **Professional** — Proven experience in python engineering, system design, and maintenance in the area of AI/ML-powered features.
2. **Personal** — Demonstrates strong initiative, ability to work within a team, communication skills, and a commitment to continuous learning and improvement.

Professional experience

- Proven experience in Python engineering, with a strong focus on designing and maintaining AI/ML-powered features in production environments.
- Experience with cloud platforms (e.g., GCP, AWS) and relevant services for ML development and deployment.
- Solid understanding of software architecture principles, particularly in the context of building and maintaining scalable and reliable APIs and microservices.
- Experience with version control systems (e.g., Git) and CI/CD pipelines for efficient development and deployment.
- Familiarity with common ML frameworks, libraries, and tools (e.g., TensorFlow, PyTorch, Scikit-learn, etc.) and with ML pipelines/orchestration frameworks (Kubeflow, Airflow, Prefect,…)

Personal qualities

- Demonstrates strong initiative and a proactive approach to problem-solving.
- Excellent communication and collaboration skills, with the ability to work effectively within a team.
- A genuine passion for learning new technologies and keeping up-to-date with the latest advancements in AI/ML.
- A commitment to delivering high-quality work and a dedication to continuous improvement.

Excited? Join us and transform the future of commerce experiences.

More things you'll like about Bloomreach:

Culture:

- A great deal of freedom and trust. At Bloomreach we don't clock in and out, and we have neither corporate rules nor long approval processes. This freedom goes hand in hand with responsibility. We are interested in results from day one.

- We have defined our 5 values and the 10 underlying key behaviors that we strongly believe in. We can only succeed if everyone lives these behaviors day to day. We've embedded them in our processes like recruitment,

onboarding, feedback, personal development, performance review and
internal communication.

- We believe in flexible working hours to accommodate your working style.

- We work remote-first with several Bloomreach Hubs available across three
  continents.

- We organize company events to experience the global spirit of the company
  and get excited about what's ahead.

- We encourage and support our employees to engage in volunteering
  activities – every Bloomreacher can take 5 paid days off to volunteer*.

- The Bloomreach Glassdoor page elaborates on our stellar 4.6/5 rating. The
  Bloomreach Comparably page Culture score is even higher at 4.9/5

Personal Development:

- We have a People Development Program — participating in personal
  development workshops on various topics run by experts from inside the
  company. We are continuously developing & updating competency maps for
  select functions.

- Our resident communication coach Ivo Večeřa is available to help navigate
  work-related communications & decision-making challenges.*

- Our managers are strongly encouraged to participate in the Leader
  Development Program to develop in the areas we consider essential for any
  leader. The program includes regular comprehensive feedback,
  consultations with a coach and follow-up check-ins.

- Bloomreachers utilize the $1,500 professional education budget on an
  annual basis to purchase education products (books, courses, certifications,
  etc.)*

Well-being:

- The Employee Assistance Program — with counselors — is available for
  non-work-related challenges.*

- Subscription to Calm – sleep and meditation app.*

- We organize 'DisConnect' days where Bloomreachers globally enjoy one
  additional day off each quarter, allowing us to unwind together and focus on
  activities away from the screen with our loved ones.

- We facilitate sports, yoga, and meditation opportunities for each other.

- Extended parental leave up to 26 calendar weeks for Primary Caregivers.*

Compensation:

- Restricted Stock Units or Stock Options are granted depending on a team member's role, seniority, and location.*

- Everyone gets to participate in the company's success through the company performance bonus.*

- We offer an employee referral bonus of up to $3,000 paid out immediately after the new hire starts.

- We reward & celebrate work anniversaries — Bloomversaries!*

(*Subject to employment type. Interns are exempt from marked benefits, usually for the first 6 months.)

Excited? Join us and transform the future of commerce experiences!

If this position doesn't suit you, but you know someone who might be a great fit, share it – we will be very grateful!

Any unsolicited resumes/candidate profiles submitted through our website or to personal email accounts of employees of Bloomreach are considered property of Bloomreach and are not subject to payment of agency fees.

[#LI-Remote](#)

How the process will look like

Your teammates will gather all requirements within our organization. Then, once priority has been discussed, you will decide as a team on the best solutions and architecture to meet these needs. In continuous increments and continuous communication between the team and stakeholders, you're part of making data play an even more important (and understood) part withing Brand New Day.

Job Benefits

EUR 42K+