

Simon Quick

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SUMMARY

Applied AI engineer and product-focused platform architect specialising in production LLM systems for regulated environments. 15+ years' experience taking products from concept to production scale across startups, scale-ups and global commerce leaders. I work across customer discovery, architecture, agentic implementation workflows, evaluation loops, retrieval systems and deployment patterns, helping product, design and engineering teams turn ambiguous AI opportunities into reliable shipped products.

Key career highlights

- Founding CTO at Wizen AI, an agentic AI platform used by Australian government and regulated healthcare, utilities and education organisations, processing millions of queries annually with strict source-grounding and compliance guardrails.
- Led engineering for Clara, a Webby-nominated AI health companion, adopted by clinicians and patients across Australia.
- Fractional CTO/advisor at Rebuilt, building the platform foundations for Australia's first self-service product carbon reporting platform.
- Founded Sound Shelter, a vinyl marketplace scaled to 100k users and 30+ record stores.
- First APAC technical hire at HomeAway before \$4B acquisition by Expedia.
- Founding engineer at Precept, a Google-funded misinformation detection platform.

EXPERIENCE

Lead AI Engineer — Pollen / Pollen Ventures

JAN 2022 - PRESENT / SYDNEY, AUSTRALIA

Pollen is a venture and product studio. I lead the architecture and delivery of enterprise-grade GenAI platforms for regulated Australian organisations across government, healthcare and utilities, combining technical discovery, advisory, architecture reviews, prototypes and implementation planning.

Key achievements

Wizen AI - Founding CTO (Pollen venture)

Founding CTO of Wizen AI, an agentic AI platform used by Australian government, regulated healthcare, utilities and education organisations, processing millions of queries with strict source-grounding and compliance guardrails.

- Designed and shipped production agentic RAG systems using hybrid retrieval, query routing, source-grounded generation, compliance guardrails and abstention behaviours for regulated government, healthcare,

SKILLS

Languages: JavaScript, TypeScript, Python, SQL

AI/ML: Agentic RAG architectures, hybrid retrieval (full-text + vector), LLM orchestration, multi-step agents, prompt design, evaluation loops, Langfuse, LlamaIndex, OpenAI, Anthropic, vector search.

Front-end: React, Next.js, React Native, Expo, Tailwind

Back-end: Node.js, Express, Django, FastAPI, GraphQL, Prisma, Postgres, MySQL

Infrastructure: AWS, Google Cloud, Vercel, CI/CD, Docker, Git

Testing & Analytics: Playwright, Jest, Vitest, RTL, GA4, Mixpanel

EDUCATION

BSc (Hons) Internet Computing

Northumbria University, UK

WORKING RIGHTS

Australian citizen

utilities and education use cases.

- Built evaluation and observability loops across retrieval quality, answer quality, grounding, safety and regression risk, using curated eval sets, production traces and failure analysis to improve reliability over time.
- Led customer discovery and technical feasibility work to identify high-value AI use cases, validate integration constraints, expose failure modes and decide whether to prototype, ship, defer or de-scope.
- Established secure multi-tenant SaaS foundations on Google Cloud, including RBAC, tenant isolation, auditability, deployment patterns and production support practices.

Clara (Healthcare AI Companion)

Architected and built Clara, an AI health companion for Australians living with arthritis.

- Designed secure, privacy-aware RAG architecture delivering evidence-based responses within a Webby-nominated mobile app.
- Achieved 87% specialist approval and 90% recommendation rates.
- Featured in 9News, Sydney Morning Herald, and The Age.

Rebuilt - Fractional CTO / Advisor (Pollen venture)

- Defined the platform architecture, built early POCs, hired the engineering team and established delivery practices for scalable, auditable carbon reporting workflows. Advised on technical strategy, architecture decisions and implementation planning.

Broader contributions

- Led technical discovery, architecture recommendations, prototypes and implementation planning with external clients across government, healthcare, utilities and education.
- Built and mentored a high-performing engineering team delivering multi-million-dollar projects, while shaping technical and AI direction with product and design.
- Established AI-first engineering practices and evaluation standards to improve delivery velocity and code quality.
- Established scalable infrastructure with IaC across AWS, GCP, Vercel, EAS and Pulumi, while improving automated testing, CI/CD and dev experience.

Tech stack: TypeScript, Python, React/Next.js, Node.js, Django, Prisma, Postgres, TailwindCSS, React Native/Expo, AWS, Google Cloud, Pulumi, RAG, LlamaIndex, Langfuse, OpenAI, Anthropic.

Founder / Engineer — Sound Shelter

APRIL 2013 - JAN 2024 / SYDNEY, AUSTRALIA

- Designed and built a platform, including an iOS app, that delivers personalised music recommendations and matches buyers to record stores selling the music they want. Onboarded over 30 partner record stores and grew the user base to around 100k users per year.
- Built infrastructure that pulls information from partner websites via APIs, feeds, and web crawling. Set up end-to-end marketing automation.

Tech: React / Next.js, Node.js, Prisma, MySQL, Tailwind, React Native, AWS

Senior Software Engineer — Endeavour

JAN 2020 - JAN 2022 / SYDNEY, AUSTRALIA

Engineer in the marketing team, building content and event platforms that contributed to lead targets being exceeded by 17%.

- Managed the build of a new student onboarding platform used by thousands of students each term.

- Built a new practice booking system leading to the platform processing hundreds of instant payment bookings per week.

Tech: React, Django, Postgres, Tailwind, AWS

Senior Software Engineer — Precept / YouCheck

AUG 2018 - AUG 2019 / BARCELONA, SPAIN

YouCheck received Google DNI funding to improve online information environments.

- Built a Python/Django backend system including APIs and infrastructure for a machine learning-driven application to help identify misinformation in images and text.

Tech: React, Next.js, Node.js, Python, Django, Google Cloud

Integration Engineer — Partnerize

DEC 2016 - APR 2018 / SYDNEY, AUSTRALIA

APAC technical lead for enterprise client integrations into Partnerize's partner marketing and attribution platform. Worked with clients including Apple, Expedia, Tripadvisor, Vodafone, Nike, Google and Emirates.

- Designed and built custom integrations with third-party platforms, APIs and data feeds, transforming client data into Partnerize's platform schema.

- Supported pre-sales and post-sales technical consulting for enterprise deals and renewals worth several million dollars, translating client requirements into integration designs and presenting technical solutions.

Travel

AUG 2016 - DEC 2016

Sales Engineer, HomeAway.com / Vrbo — Expedia Inc.

JUL 2012 - AUG 2016 / MELBOURNE & SYDNEY, AUSTRALIA

First APAC technical hire for HomeAway.com, designing integration solutions that enabled partners to connect inventory to the marketplace.

- Led pre-sales and post-sales technical consulting across APAC, partnering with sales, product, operations and engineering teams to scope, design and deliver partner integrations.

- Built custom feed parsing infrastructure that powered ~20,000 property listings on HomeAway.com, and worked with global engineering teams to standardise integrations and migrate legacy data feeds.