



PR/123175 | Founding Engineer (Engineer Lead / CTO)

Job Information

Recruiter[JAC Recruitment Indonesia](#)**Job ID**

1561409

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Indonesia

Salary

Negotiable, based on experience

Refreshed

October 14th, 2025 10:21

General Requirements

Career Level

Mid Career

Minimum English Level

None

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Our client is a new stealth startup in Indonesia that are currently looking for a **Founding Engineer** with hands-on GenAI builder experience to ship LLM-powered customer support automation (RAG + LangChain + WhatsApp/Shopee APIs) from scratch.

Their mission is to give businesses their time back. Our client is building an AI-powered co-pilot that integrates with WhatsApp to automate time-consuming tasks for small and medium-sized businesses in Indonesia and Southeast Asia. Furthermore, their vision is to be the default AI support agent for every WhatsApp-powered business in emerging markets, starting with e-commerce brands.

Key Requirements:

- Proven track record building and shipping LLM-powered applications end-to-end (not just research/POCs).
- Expertise with RAG pipelines, LangChain or LlamaIndex, and vector databases (Pinecone, Weaviate, FAISS, Milvus).
- Strong Python development (FastAPI, PyTorch/TensorFlow, Hugging Face).

- Experience integrating LLMs into production systems (chatbots, copilots, customer-facing workflows).
- Familiarity with 3rd-party APIs (WhatsApp, TikTok, Shopee, Shopify, Zendesk).
- Comfortable with 0→1 building in early-stage environments; able to balance speed with scalability.
- CS/adjacent degree or equivalent coding expertise; strong problem-solving and debugging skills.
- Stability in past roles; clear evidence of recent hands-on builds.
- Willing to start hands-on coding full-time, with a path to CTO as the company scales (hiring/managing engineers, shaping tech vision).

Key Responsibilities:

Design & Build the AI Core

Develop the intelligence layer using LLMs (OpenAI, Anthropic, Gemini, etc.) for e-commerce customer support workflows (order tracking, refunds, cancellations, shipping status).

End-to-End Automation Engine

Implement RAG pipelines, vector search, and conversational flows.

Build automation that can independently query APIs (Shopee/TikTok/WhatsApp) and execute actions like refunds, order updates, etc.

Integrate with Commerce Platforms

Connect AI workflows with e-commerce APIs (example: Shopee, Tokopedia, TikTok Shop) and messaging platforms (WhatsApp Business).

Build the User Experience for Sellers

Develop the interface where sellers can:

- Monitor AI conversations.
- Intervene when needed
- Manage customer interactions in one place.

Product Iteration & Feedback Loops

Deploy MVP with first e-commerce pilot users.

Collect data & feedback to refine conversational accuracy, workflow automation, and user trust.

Technical Leadership

Define the AI technical vision & architecture.

Own decisions on LLM frameworks, vector DBs, orchestration tools.

Establish coding standards, infra setup, and security.

Future Scaling

Transition from sole contributor → team leader / CTO.

Recruit, mentor, and lead engineering hires as company scales.

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: <https://www.jac-recruitment.co.id/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.co.id/terms-of-use>

Company Description