

MIAH GEORGE

Full-stack & AI Engineer

Next.js · TypeScript · Retrieval systems · Cloudflare / Vercel · ServiceNow CSA

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[LinkedIn](#) | [GitHub](#) | [Credly](#)

PROFESSIONAL SUMMARY

Full-stack engineer who takes products from schema to deployment and then keeps them running. Designed, built and operates Morgan, a live AI tutoring product with OAuth into the learner's own software, a half-million-chunk retrieval corpus behind every answer, and real account handling. Also delivers client web work — most recently a production site an eight-product-line engineering firm now runs itself through a CMS. Underneath the engineering sit five years of enterprise IT — sole ServiceNow administrator for a 20–60 person organization, and its help desk throughout — which is where the habits around access control, release management and verifying before shipping came from. Completing a B.S. in Information Technology.

SELECTED PROJECTS

Morgan — studywithmorgan.com

Live

Sole developer · Next.js · TypeScript · Supabase · Qdrant · OAuth 2.0

- AI tutor that authenticates into the learner's own ServiceNow developer instance over OAuth and drives it through the platform REST API — reading tables, creating records, inspecting the learner's work — so the tutoring happens against real state rather than a description of it.
- Answers grounded in a 514,750-chunk vector corpus built from official documentation, served by a dedicated retrieval service doing hybrid dense/sparse search with cross-encoder rerank and graph enrichment, and scoped to the platform release the learner is actually on.
- Models routed by job rather than by default — grounded technical answers, conversational tone and structured content generation each run on the model that suits them.
- Opt-in multi-factor authentication and account deletion that genuinely erases or de-identifies user data rather than flipping a flag, verified end to end against the production database.
- Survived a breaking platform change mid-build: ServiceNow disabled Basic Auth for new developer instances, leaving OAuth as the only viable way in.

SimNow — compatible API sandbox

Complete

Sole developer · TypeScript · Node.js · REST API design

- Clean-room implementation of the exact ServiceNow REST surface the tutor calls, so the tutor runs against it unmodified — one configuration value points at the sandbox instead of a real instance.
- 34 of 34 end-to-end fidelity checks passing across all three tiers of the implemented surface; the reference implementation surfaced a real mislabelled-field bug in the tutor's own client code.
- Removes the external dependency that gated onboarding — real instances are waitlisted, hibernate after ten days, and need plugins activated by hand before a lesson will work.

Silent Forge Technologies — silentforgetech.com

Live · Client work

Sole developer · Next.js · TypeScript · Sanity CMS · Tailwind CSS

- Production marketing site for an engineering company with eight distinct product lines, built so a team with no developers can add and edit everything themselves.
- The client asked for a custom admin panel; modeled their content properly in Sanity and handed them the Studio instead, which avoided building and maintaining a bespoke CMS they would have paid for indefinitely.
- Handed over with a documented editing guide so the knowledge does not live only with the developer.

ServiceNow Docs Knowledge Graph

Supporting infrastructure

Python · GraphRAG · Qdrant · Kùzu · Docker

- Version-aware retrieval layer over official documentation across multiple platform releases; this is the corpus Morgan's answers are grounded in.

PROFESSIONAL EXPERIENCE

Silent Forge Technologies, LLC — Houston, TX

2026 – Present

Freelance Web Developer & IT Consultant

- Built and shipped a responsive corporate website in React / Next.js, deployed on Vercel with continuous deployment from GitHub.
- Integrated a Sanity.io headless CMS with custom schemas and migration scripts so the non-technical team could independently manage content and imagery, eliminating ongoing developer dependency.
- Configured the client's Microsoft 365 environment — user accounts, email, and a branded company signature.
- Retained on an ongoing, on-call basis as the client's sole developer.

WEI LLC

2021 – 2026

ServiceNow Administrator (2023 – 2026) · IT Help Desk Associate (2021 – 2023)

- Sole administrator of the organization's ServiceNow platform — stood it up from a new instance with no prior team or handover, and owned configuration, security, automation and release management.
- Automated multi-step business logic with server- and client-side JavaScript (Business Rules, Client Scripts, Script Includes) and Flow Designer, plus scheduled jobs and routing rules.
- Enforced role-based access with ACLs, User Criteria and Data Policies inside scoped applications; modeled tables and the data dictionary and loaded data through Import Sets and Transform Maps.
- Managed change through Update Sets with UAT before deployment, and built reporting dashboards for leadership visibility.
- Remained the company's help desk throughout — single point of contact for 20–60 staff across Windows and macOS — which kept platform design grounded in how tickets actually arrive.

Harris County ESD 11

2022 – 2026

Paramedic

- Triage and root-cause analysis under time pressure, with the documentation and stakeholder coordination that emergency medicine demands. Twelve years in healthcare before moving into IT.

TECHNICAL SKILLS

Languages: TypeScript, JavaScript, Python, C#, SQL

Web: Next.js, React, React Native, Tailwind CSS, Node.js

Data & backend: PostgreSQL, Supabase, Qdrant, pgvector, vector and graph search, REST API design

AI: RAG, GraphRAG, model routing, agent tooling, evaluation, LLM API integration

Platform: Cloudflare Workers, Vercel, OAuth 2.0, CI/CD, Git / GitHub, Docker, Sanity CMS

Enterprise: ServiceNow administration, ITSM (Incident, Change, Problem), ITIL 4

EDUCATION & CERTIFICATIONS

B.S. in Information Technology — Western Governors University

Expected 2027

ServiceNow Certified System Administrator (CSA) · ServiceNow micro-certifications: Flow Designer, UI Builder, Platform Analytics, Service Portal · CompTIA A+ · ITIL 4 Foundation (PeopleCert / AXELOS) · Google IT Support Professional