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Software Engineer - AI Experiences | Mercury

Cover letter

Hi Mercury team,

What caught my eye about Command is that a person can ask it to do something with their money and still see exactly what it’s about to do. The confirmation step and the existing account permissions are part of what makes that useful. I’d like to work on the part where a flexible natural-language request has to turn into a precise, testable action.

I’ve worked on that boundary from a different side. At Technomancy IT, I built an AI-assisted operations platform that connects a support request to its customer, service and billing records without mixing access across clients. For ProofMark, I designed parts of a signing workflow where identity, verification, audit history and failure states had to be explicit. Building both the interface and the system behind it taught me to ask what someone should see when the normal path doesn’t apply.

I’d enjoy working with product and compliance to define those boundaries before shipping a new Command skill. For a payment flow, I’d want tests for an ambiguous recipient, a user who can draft but not approve, and a repeated confirmation after a timeout. Knowing those outcomes up front gives the team a clear target and gives the customer a clear next step.

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