Raphaël Piccolo

AI & business process automation · Full-stack lead developer

I put AI to work inside business processes, in production: medical coding, request triage and follow-up, document checks, coding agents. 17 years of designing and running business software give me the ground truth: I know where AI pays off, and how to plug it into existing systems without breaking anything.

Experience

- 2026 — present

Co-founder & president · R&M Digital Solutions

Web, mobile and AI development agency founded by two. Our entry point is the AI audit: it finds what AI can take over in your processes; then we build it, host it and monitor it.

- AI audits: process mapping, opportunities ranked by return on investment, prototype on real data, costed roadmap.
- AI agents in production: triage, summary and follow-up of incoming requests (email, WhatsApp, forms), automatic reminders.
- Agent-driven development (Claude Code, MCP) across the whole fleet: 83 projects kept in line by 306 automated checks.
- 16 live business demos on rm-lab.fr (property management, HR, time tracking, real estate, restaurants…), including AI-assisted customer support.

LLM · Agents · MCP · Claude Code · TypeScript · Docker Swarm

- 2012 — present

Head of IT · Holding 2i — Gextra

Group of clinics, nursing homes and senior residences. I design and evolve Gextra, the management software of its 30 facilities.

- Gextra AI: LLM review of medical reports (RAG, ATIH rules) for PMSI coding; 1 stay in 5 turned out to be under-coded.
- Gextra: healthcare ERP (HR, scheduling, admissions, billing, purchasing) in service for 16 years, split into 13 applications.
- Complete rewrite from Symfony to TypeScript / React, screen by screen, with no service interruption.
- Automation bots on third-party portals (ViaTrajectoire, France Travail), employee and time-clock mobile apps, e-learning (65 courses).

OpenAI · RAG · Qdrant · Puppeteer · TypeScript · React · PHP / Symfony

- 2015 — present

Co-founder · FlatBay

White-label real-estate platform for agencies: listings, tenant files, leases and payments. UX, development and coordination of a team in India.

- AI pre-validation of supporting documents, lease generation and e-signature, syndication to listing portals.
- 484,189 rental applications handled by the assistant, 191,960 complete files sent to agencies.
- Self-hosted reference data (31.5 M addresses, 10.3 M property sales) replacing paid APIs.

OpenAI · Node.js · React · MySQL · Yousign

Contact

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AGENCY

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GITHUB

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LINKEDIN

linkedin.com

Vanves, near Paris · 37 years old

4,837 requests triaged and followed up by AI

1 in 5 under-coded hospital stays caught by AI

17 years of software development

83 projects run in production

Skills

Applied AI & automation

LLM (OpenAI) · RAG · Qdrant · Embeddings · LLM agents · MCP · Claude Code · RPA · Puppeteer

Front-end & web

TypeScript · React 19 · Vike (SSR) · Vite · Tailwind / shadcn · SEO · Core Web Vitals · RGAA

Back-end & data

Node.js · Express · MySQL · Redis · Socket.IO · PHP / Symfony · OpenAPI

Mobile

React Native · Expo / EAS · Swift

Infrastructure & DevOps

Docker Swarm · Traefik · Drone CI/CD · Gitea · Loki · InfluxDB · Linux

Security & compliance

RGPD · HDS · Passkeys / WebAuthn · SSO · CSP

2014 — 2018

Developer & technical project lead · ECNi

Exam preparation for French medical students: over 20,000 students, over a million questions answered a year.

- Architecture, leading the development team, scaling and security.
- MySQL optimisation (indexes, keys, relations) and MongoDB added to handle the load.

PHP / Symfony · AngularJS · MySQL · MongoDB

2015 — 2018

Developer · Mediquizz

Real-time medical quiz game, in rounds of 5 questions.

- Real-time architecture for several hundred concurrent players, and team leadership.

Node.js · Socket.IO

2009 — 2012

Part-time developer · Holding 2i

Four years alongside my EPITECH studies: the group's first websites and the first versions of Gextra.

- Founded my first company.

PHP · MySQL

Selected work

Gextra AI

AI-assisted medical coding: every report is reviewed to spot under-coded stays.

1 stay in 5 under-coded, over 73 real files

AI support & tracking

Ticketing tool that sorts, summarises and follows up requests arriving by email, WhatsApp or form.

4,837 requests handled

FlatBay

White-label rental application assistant for real-estate agencies.

484,189 applications · 211,789 follow-ups

R&M platform

Continuous deployment, monitoring and automated quality control of the whole fleet, on our own servers.

83 projects · 193 deploys / day · 306 checks

Gextra

ERP for healthcare facilities: HR, scheduling, admissions, billing, purchasing.

16 years · 30 facilities · 13 applications

Reference data services

Addresses, transit stops, property sales and land registry served in-house instead of pay-per-call APIs.

31.5 M addresses · 10.3 M sales · €0 in API fees

Education

Master's degree in computer engineering
EPITECH · 2007 — 2012

French baccalaureate, science, with honours
2006

Languages

French — native

English — fluent, TOEIC 800/990

Spanish — basic

Russian — basic

Interests

Home automation and electronics (ESP8266, Zigbee, MQTT): the house runs on my own server.

Electric guitar since age 14, and drawing.

Tech watch, open source and pair programming.

Grew up abroad until high school: adaptable and open-minded.