

Letter of Recommendation for Mykhailo Kapustin

To whom it may concern,

As Technical Co-Founder of WireBee, I worked closely with Mykhailo Kapustin and had direct visibility into his technical contributions to the company's telephony platform.

I am pleased to recommend Mykhailo Kapustin for his engineering work with WireBee.

Mykhailo contributed to WireBee as a software engineer focused on backend, realtime, and telephony integration work. WireBee's phone platform supports business call workflows where inbound routing, IVR behavior, queue availability, and operator visibility are critical to customer-facing operations.

He worked on backend development of the Smart Queue platform, including Netsapiens integration, IVR call flows, call queue state management, supervisor workflows, realtime synchronization, device selection, and call reconciliation. These features became core components of WireBee's production telephony platform and supported the company's work on smart business telephony.

A significant part of Mykhailo's work involved replacing heuristic behavior with explicit, database-backed system logic that improved queue consistency, auditability, and operational reliability.

Mykhailo also played a key role in WireBee's Voice AI integration work by designing inbound AI-agent call flows, integrating Ultravox into the Jambonz-based platform, and implementing the backend services required for context sharing, tool execution, and transcript processing.

In addition to implementation work, Mykhailo produced technical documentation that explained the call-state model behind programmable telephony systems: inbound and outbound call legs, Leg A / Leg B separation, bridge behavior, provider call IDs, timestamps, and backend ownership of call lifecycle state.

Throughout our collaboration, Mykhailo consistently demonstrated strong ownership, sound engineering judgment, and the ability to independently solve technically complex problems spanning realtime communication, programmable telephony, and large-scale backend systems.

He required minimal supervision, was comfortable navigating ambiguous technical problems, and consistently delivered practical engineering solutions.

I would confidently recommend Mykhailo for senior backend engineering roles involving programmable telephony, realtime infrastructure, CPaaS platforms, or Voice AI. I believe he would be a valuable addition to any engineering team working on technically demanding backend systems.

Sincerely,

Alexandru Boruz
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