

Serhiy Korenyev

AI Engineer

Python · LLM · Generative AI · AI Agents · RAG · LLM Evals · Observability · AWS · Azure OpenAI · Copilot Studio · LangChain / LangGraph · MCP · Prompt Engineering · TypeScript

CONTACT

LOCATION

Rome, Italy
Remote
Open to relocate
EU citizen

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PORTFOLIO

skorenyev.com

SKILLS

AI & Agents

LLM agents	RAG
LangChain	LangGraph
Hermes	MCP
OpenAI	Azure OpenAI
Claude	Guardrails
Langfuse evals	Qwen on-prem

Automation & Voice

n8n	Make
Power Platform	Copilot Studio
Vapi	Retell
Twilio	ElevenLabs

Engineering

Python	TypeScript
FastAPI	PostgreSQL
MongoDB	Redis
Kafka	Docker
Kubernetes	CI/CD

Data & Tools

SQL	Power BI
Tableau	AWS
Databricks	Zendesk
Salesforce	SAP

EDUCATION

Master, Business Administration & Supply Chain
Tor Vergata University, Rome
2023 – 2025

BA, Business Administration & Economics
Tor Vergata University, Rome
2020 – 2023

High School Diploma
Halifax, Nova Scotia, Canada

PROFILE

I build AI agents that run real operations. AI Engineer with 6 years of experience designing, deploying and operating automation and Generative AI systems in production: LLM agents, RAG, multi-agent orchestration and workflow automation, owned end to end from process analysis to evals, guardrails and monitoring. A Business Analyst background means every project starts from a KPI and ends with a measured result. Hands-on problem solver and team player; AI should absorb the routine so people can focus on work that needs judgment.

EXPERIENCE

AI Automation Engineer · Team Lead since Jan 2026

Mar 2024 – Present

Acrh Software · software consultancy · remote, Malta

AI customer-support widget on Zendesk (sole engineer, 6 months)

PROBLEM ~4,000 tickets a day handled by hand; under overload a first reply took up to 18 min.
BUILT A chat widget that answers in the customer's language, checks logged-in accounts, solves requests and escalates complex cases to a human in Zendesk with full context.
STACK n8n · LangChain / LangGraph · GPT-4o mini · Pinecone · MongoDB · Redis · Langfuse
RESULT **70%** tickets solved by AI, 24/7 **18 min → 3 s** first reply **2.5 → 3.8** CSAT **0.6 → 0.9** RAG score

Custom CRM with real-time alerts (Team Lead, 3 AI engineers, 2-week sprints)

PROBLEM Support, sales and management used separate tools and learned about problems late.
BUILT One CRM where every team sees its customers, gets an alert the moment something happens and uses an AI assistant that routes requests and answers from the knowledge base; QA per milestone, Zendesk as benchmark.
STACK TypeScript · Kubernetes · Kafka (with ML team) · AWS · Tableau · Voiso · Telegram
RESULT **1,000+** users **10–20k** messages a month **0** pending alerts **MVP** delivered, in final QA
NEXT On-premise LLM (Qwen 3, Qdrant) with ML and DevOps: data stays in-house, lower cost and latency, sensitive-data filter before external LLM calls, fine-tuning in preparation.

Content Factory of autonomous agents

PROBLEM Dozens of brand websites needed every month, with no content team to build them.
BUILT A pipeline of agents that researches a topic or example site, writes the content, generates images, applies SEO and publishes the site on the client's servers.
STACK Hermes agents · MCP · Claude Code · Codex · Perplexity · GPT-6 Astra
RESULT **~100** sites a month **5–10 min** per site **~€5** cost per site

Department assistants on Microsoft Teams and website FAQ assistant

PROBLEM Routine HR, Finance and Legal questions from employees; no self-service on the website.
BUILT One assistant per department in Teams answering from company documents; a website assistant answering from the knowledge base and capturing leads by email.
STACK Copilot Studio · Azure OpenAI · Databricks · SharePoint
RESULT **3** departments covered 24/7 **FAQ + leads** handled on the website

AI Automation Agent Developer

Nov 2020 – Feb 2024

8 Four Agency · marketing agency · remote, Dubai

AI lead-generation widget for a real-estate client

PROBLEM Leads arrived by email and managers replied late, losing buyers.
BUILT A website assistant that presents properties, collects the buyer's contacts, alerts the manager on Telegram, sends a follow-up and books a meeting in one click.
STACK OpenAI · Make · Airtable · Voiceflow · Telegram · Google Calendar
RESULT **+15%** leads **+15%** client revenue **5** managers onboarded

Chatbots and voice agents for agency clients

PROBLEM Clients needed to answer customers at any hour without hiring staff.
BUILT Chatbots on WhatsApp, Instagram and Telegram that qualify each contact into the CRM; voice agents for HR, sales and outbound calls.
STACK OpenAI · Anthropic · n8n · Apps Script · Vapi · Retell · Twilio · ElevenLabs
RESULT **1,000+** conversations a month **cold → hot** pipeline automated

Client websites and agency operations

PROBLEM Clients needed websites fast; agency processes stopped scaling past 200 people.
BUILT 20+ client websites designed, built and deployed end to end; all agency processes rebuilt in ClickUp (HR onboarding, analytics, scheduling).
STACK ClickUp · Google Workspace · Next.js · Astro
RESULT **20+** websites delivered **50 → 200** people supported

Business Analyst

Dec 2017 – Sep 2020

Automotive group · 1,000+ employees · Rome

KPI dashboards (Power BI, SQL, AWS) and supplier control for a 200,000-vehicle fleet

RESULT **−25%** idle stock **€2–3M/yr** supplier invoicing controlled **4** analysts trained

CERTIFICATIONS Hugging Face AI Agents · DeepLearning.AI Evaluating AI Agents & Prompt Engineering · Anthropic Academy Claude API · LangChain Academy LangGraph · Make (Web3Unity) · n8n (Mask)

LANGUAGES Ukrainian native · Italian C2 · English C1 · Russian C1 · Spanish B1