Gustavo De Pieri

AI Operations & Automation Specialist

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SUMMARY

AI Operations and Automation Specialist who ships production multi-agent AI systems, workflow automations, and internal tools for support, account management, and finance teams. Built Ontop's multi-agent AI platform on AWS (Bedrock AgentCore, CDK, RBAC) after shipping 30+ n8n workflows and full-stack internal hubs across 1,200+ B2B clients. Combines hands-on engineering with enterprise onboarding and IT support experience to build reliable, cost-controlled systems. Fluent English; comfortable working US/EU hours.

CORE SKILLS

AI Agents & Workflows: Amazon Bedrock AgentCore, Multi-Agent Routing, Anthropic Claude, OpenAI APIs, Hermes Agent, MCP, Prompt Engineering, LLM Evals & Cost/Observability, RoBERTa NLP

Automation & Ops Integrations: n8n (30+ workflows), REST APIs, Webhooks, OAuth 2.0, Salesforce, Zendesk, Slack, Google Workspace, Linear, KYC & Payment Provider APIs

Cloud, Infra & Security: AWS (Bedrock, CDK, Lambda, Glue, Redshift, SageMaker, EC2, IAM, SSM, S3), RBAC & Compliance Governance, Static IP Networking, Debian Linux, Docker, Uptime Kuma, GitLab, GitHub Actions

Full-Stack & Data: Python, TypeScript, JavaScript, SQL, Bash, Next.js, React, FastAPI, Node.js, PostgreSQL, Supabase, Drizzle ORM, Prisma, Redis/BullMQ

EXPERIENCE

Ontop | Global Workforce Fintech (150+ countries, 1,200+ B2B clients) — Miami, FL | Remote

AI Operations Specialist (Data Team) — Jul 2026 - Present

- **AWS Multi-Agent Platform:** Built Ontop's internal AI agent platform from scratch on Amazon Bedrock AgentCore with AWS CDK (IaC), using a manager agent to route requests across specialized KAM and Internal Tools agents (GitLab, Linear) at ~$60/month operating cost (under a $300/month cap).
- **Production Adoption:** Launched the KAM agent to real account managers; positive pilot feedback expanded access across teams and positioned the platform as a top company initiative.
- **KYC & Payout Automations:** Integrated real-time KYC status and rejection-reason lookups with an automated AWS Redshift fallback and static IP networking; automated off-wallet payout investigations, fixed a critical payout amount-discrepancy bug, and integrated payment provider APIs.
- **Security & Compliance (RBAC):** Implemented user- and role-based access control approved by the Risk & Compliance committee with pre-production security audits.
- **Cross-Team Technical Leadership:** Guided migration of legacy departmental agents to AWS, proposed a reusable per-department agent template, and scoped agent feedback controls, an AWS monitoring dashboard, and an executive Slack app.

Automation Engineer (Customer Success Operations) — May 2025 - Jul 2026

- **Workflow Automation at Scale:** Shipped 30+ n8n workflows automating churn alerts, reactivations, membership updates, and multichannel comms (Email, WhatsApp, in-app) across 1,200+ B2B clients, saving ~15 hours of manual ops work per week (30%+ workload reduction).
- **Natural-Language SQL Agent & Internal Hub:** Built a Redshift SQL agent validated against real business questions (removing 50 recurring requests from the engineering backlog) and shipped a full-stack CS hub (Next.js, TypeScript, Supabase/PostgreSQL) consolidating Salesforce, Redshift, Zendesk, and Sheets for 20+ team members.
- **ML Risk Scoring & Observability:** Operated an AWS SageMaker/Glue sentiment pipeline (RoBERTa on Zendesk tickets and call transcripts) and instrumented workflows with logging, failure alerts, and token cost tracking.

Quiker | Customer Support & Onboarding — Dec 2024 - May 2025 | Ribeirao Preto, Brazil

- Led onboarding and technical support for enterprise clients (LATAM Airlines, Bosch, Weidmuller, B3, Nestle); contributed workflow automations that shortened onboarding cycles.

Trier Sistemas | IT Operations Support — Oct 2018 - Nov 2019 | Tubarao, Brazil

- Provided technical support, system recovery, patch deployment, and SQL database maintenance for corporate clients.

Vail Resorts & Lakeside Beach Grill | International Work Experience — 2019 - 2024 | Seasonal (USA)

- Completed 4 seasonal US contracts with consistent rehires for performance; built fluent English communication and high-volume customer service discipline.

SELECTED PROJECTS

Self-Hosted Home Lab & Personal AI Stack — 2026 - Present

- Built and operate a Debian Linux home server hosting a 24/7 personal AI agent (Hermes), Uptime Kuma service monitoring, network-wide DNS ad-filtering, and automated daily application backups; also built a self-hosted voice and meeting transcription app used daily for meeting capture.

SafeTaggy | AI Web Security Scanner & Autonomous Pentest Agent — Mar 2026

- Built a full-stack security SaaS with 80+ automated checks and an autonomous Claude pentest agent executing security tools inside isolated Kali Linux containers with live output streaming (Next.js 14, TypeScript, PostgreSQL, Redis/BullMQ, Docker, Stripe, 289 Vitest tests).

EDUCATION & CERTIFICATIONS

Technologist Degree, Systems Analysis & Development | UNIP (2021 - 2025)

AWS Certified AI Practitioner | In progress

LANGUAGES

English: Fluent

Spanish: Advanced | **Portuguese:** Native