

Facundo Mariani

AI SOLUTIONS ENGINEER

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Live work: gallardopropiedades.com · centrodentalanze.com

PROFILE

AI Solutions Engineer designing and shipping production AI systems that enterprise clients approve and use — one live for a provider running 3,500+ service visits/month, on a SaaS serving 2,000+ enterprise tenants. I own the architecture: bounded agency (the LLM translates language, a deterministic layer owns what's actually possible, nothing writes to a backend without explicit confirmation), multi-tenant data models, and evaluation harnesses — self-hosted on Linux infrastructure I operate personally. Backed by 5 years of enterprise support and infrastructure; building AI systems in production since 2025. Bilingual (Spanish native / English full professional).

EXPERIENCE

OfficeTrack Aug 2024 – Present

Field-service SaaS (Israel, remote) · LATAM & EMEA

AI Development Lead Jun 2026 – Present

- **Self-booking agent (live — El Cuatro TV):** conversational booking, rescheduling and cancelling of technical visits, replacing a ~125+ call/month call-center flow. LangGraph state machine, structured output, deterministic date parsing, 4 languages, live against a production SOAP API. Architected as one reusable core + per-client JSON profile — a new customer is a config file, not a fork; 60% reused to ship an AI support concierge.
- **Diagnostic Copilot (approved live by ATC, enterprise telecom):** builds a live diagnostic plan per case instead of a fixed decision tree, adapts as the technician reports findings, and refuses unsafe steps — only safe-the-situation actions at a hazard.
- **AI form reviewer (24/7 in shadow mode since Jun 2026):** evaluates field forms (text + photo) and suggests approve/return; builds its own evaluation set by comparing suggestions against the real human decision, gated on ≥95% agreement before going active.
- **INDISEM (WhatsApp intake):** natural conversation over WhatsApp Business API classifies requests across 6 categories / 43 subcategories and creates the task automatically; designed multi-tenant from day one for 50–100 client companies on shared infrastructure.
- Ship through a 16-role multi-agent council I designed (director scopes the roster; mandatory red-team/QA gate). Products ship behind automated test suites — 271 tests on the support concierge, 200+ on the diagnostic engine — plus deterministic backstops on critical flows.

Technical Support & Implementation Specialist Aug 2024 – Jun 2026

- Full-cycle SaaS implementations, API/ERP/CRM integrations, bilingual L2 support, UAT, and client training for enterprise accounts.

Founder & AI Developer · Part-time Aug 2025 – Present

Zenith Studio · AI & web development agency

- Built and run **Zenith Panel**, my own operations platform: lead CRM (list + kanban) with webhook ingestion, AI-assisted calendar generation, and a business-context AI assistant — Next.js 16 (Server Actions), Supabase (Postgres, Auth, RLS), OpenRouter, on my own VPS.
- Built **LeadHunter** (Apify scraper + normalization + webhook pipeline feeding the CRM across 4 markets); self-host **n8n** as the automation engine connecting WhatsApp, web and voice to client databases.
- Designed a reusable **multi-tenant SaaS schema** (Postgres/Supabase) with tenant isolation enforced at the database layer through Row Level Security, plus a vertical-specific clinical extension.
- Deliver client products end to end: Gallardo Propiedades real-estate platform (Next.js + Supabase + Cloudflare R2), e-commerce with MercadoPago.

Earlier roles 2021 – 2024

- **Systems Analyst · Komanda F5** (2024) — KommoCRM business-process automation. **IT Support Specialist · UES Siglo 21** (2023) — AD/Windows Server, 200+ users. **Technical Support Analyst L2 · IPTEL** (2021–2023) — enterprise networking.

SKILLS

AI & Automation: Production AI Agents · Agent Architecture (bounded agency, state machines) · LangGraph · n8n (self-hosted) · Prompt Engineering · LLM APIs (Claude, OpenAI, OpenRouter) · Structured Output · Evaluation Sets & Shadow-mode Rollout · WhatsApp Business API · Webhooks · Web Scraping (Apify) · Multi-agent Workflows · Multi-tenant Design

Delivery & Infrastructure: SOAP & REST API Integration · AI-assisted Development (Python, Next.js, TypeScript, Supabase) · Supabase (Postgres, Auth, RLS) · Linux VPS (Hetzner) · Nginx · systemd · PM2 · Vercel · Cloudflare (DNS, R2) · SSL · Self-hosted Deployment

Languages: Spanish (native) · English (bilingual, full professional proficiency)

CERTIFICATIONS

Google IT Support Professional · 2023 · **Google Cybersecurity** (3 courses) · 2024 · **Google AI Specialization** · 2026 · **Claude Code in Action** · Anthropic, in progress