VRAJ PATEL

AI Agent Engineer | AI Automation | Cloud | Enterprise IT

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SUMMARY

AI Agent Engineer and IT professional with 7+ years of experience across financial services, healthcare, enterprise IT, cloud infrastructure, and Generative AI automation. Hands-on experience designing, building, deploying, and operating agentic AI systems that connect LLMs with enterprise applications, knowledge bases, communication platforms, and CRM workflows. Built and deployed an AI Tier 1 help desk agent at OANDA and architected a 9-agent autonomous sales pipeline using Model Context Protocol and multi-agent orchestration.

EXPERIENCE

OANDA – IT Support Specialist – Toronto, Ontario

Jan 2025 – Present

- Built and deployed IRIS, an AI Tier 1 help desk agent using retrieval-augmented generation (RAG) over Jira tickets and Confluence runbooks, integrating Claude, Firestore, GCP Cloud Run, and Google Chat to automate troubleshooting, escalation, and knowledge capture
- Designed automated escalation workflows that create Jira tickets with user information, issue details, attempted resolutions, and relevant knowledge
- Designed an automated knowledge workflow that generates Confluence FAQ documentation from recurring support interactions
- Provide Tier 1, Tier 2, and Tier 3 technical support in a regulated financial services environment supporting 400 to 500 users across multiple offices
- Administer Microsoft 365 and Azure Active Directory across user administration, access management, and enterprise identity operations
- Manage Google Cloud Platform infrastructure including Cloud Run deployments, Firestore, and Google Chat integrations
- Administer SailPoint, Jamf, JumpCloud, ManageEngine, Genesys Cloud, Salesforce, Jira, and Confluence across user provisioning, access governance, device compliance, call routing, and knowledge management
- Automated recurring IT operations including onboarding, offboarding, and account lifecycle workflows using scripting and automation tools
- Researched enterprise LLM deployment strategies across self-hosted models and cloud AI services, and configured and tested internal AI agent workflows using Vertex AI and Claude

Muskoka Algonquin Healthcare – IT Technical Support Specialist – Huntsville, Ontario

May 2019 – Dec 2024

- Provided frontline IT support in a regulated healthcare environment using ITIL service management practices
- Administered Microsoft 365 including Teams, SharePoint, and OneDrive
- Administered Azure Active Directory, including account creation, group policy, access controls, and user administration
- Managed Windows Server infrastructure including Hyper-V hosts, patch management, and server migrations
- Supported VPN, RDP, and Citrix remote access environments for healthcare staff
- Performed system updates, security patches, and backups to support healthcare security and PHIPA requirements
- Led IT infrastructure projects including technology upgrades and deployments across multiple healthcare locations
- Coordinated with vendors to resolve complex hardware, networking, software, and infrastructure issues
- Managed IT inventory, procurement, equipment acquisition, and vendor relationships

SKILLS

AI Engineering and Agentic Systems: Generative AI, agentic AI, AI agent development, agentic workflows, multi-agent systems, multi-agent orchestration, LLM integration, LLM orchestration, LLM workflow design, retrieval-augmented generation (RAG), Vertex AI, Ollama, OpenRouter, Cursor IDE, Hermes Agent, Model Context Protocol

AI Automation and Integration: AI workflow automation, AI systems integration, enterprise workflow automation, scheduled agent workflows, CRM automation, lead enrichment, lead scoring, knowledge retrieval, automated escalation, Jira integration, Confluence integration, Google Chat integration, Google Maps integration, Twenty CRM

Cloud and Infrastructure: Google Cloud Platform, Cloud Run, Microsoft Azure, Vercel, Windows Server, Hyper-V, DNS, DHCP, TCP IP, VPN, RDP, Citrix

Identity and Endpoint Management: SailPoint, Azure Active Directory, JumpCloud, Jamf, ManageEngine, Microsoft 365, access governance, user provisioning, software deployment, device compliance, policy enforcement

Enterprise Platforms: Jira, Confluence, Salesforce, Genesys Cloud, Microsoft Teams, SharePoint, OneDrive

Programming and Development: Python, TypeScript, JavaScript, C#, Java, PHP, SQL, HTML, CSS, React, Vite, JSON, YAML

Databases and Data: Firestore, Firebase, MongoDB, MySQL, Microsoft SQL Server, Power BI, Tableau

IT Operations: ITIL, technical support, systems administration, infrastructure management, Windows administration, server migrations, patch management, hardware and software troubleshooting, IT automation, vendor management

PROJECTS

AUTONOMOUS SALES AUTOMATION PIPELINE – 9 Agent Multi-Agent System

Jun 2026 – Present

Hermes Agent | Twenty CRM | MCP | Ollama | ScrapeGraphAI | Google Maps

- Architected and operate a 9-agent autonomous sales pipeline with scheduled workflows for prospecting, enrichment, connection, nurturing, social engagement, demonstrations, closing, delivery, and orchestration

- Built an ideal customer profile framework with hard filters, soft filters, qualification criteria, and a 0 to 100 lead scoring system
- Implemented a 21-stage CRM pipeline and five-check qualification layer covering chatbot detection, review analysis, owner credentials, multi-location businesses, and aggregator listings
- Configured MCP connectors for Twenty CRM, Blender, and Google Maps and managed 8+ LLM models across agent workflows
- Operated 15 agent profiles across 283 sessions and 28,000+ messages

WhimprFlow | Open Source Contribution – Rust | Tauri | GitHub

Jul 2026 – Aug 2026

- Forked an open-source voice dictation application and developed additional desktop functionality
- Added capsule user interface functionality with multi-monitor support and hover interactions
- Implemented sound feedback and DMG packaging improvements
- Tested transcription approaches including Parakeet and Whisper across local and cloud environments
- Contributed changes to the upstream GitHub repository through a pull request

EDUCATION

Georgian College, Barrie, Ontario – Honours Computer Programmer Analyst

Sep 2018 – Apr 2021

- Dean's List student throughout the program with a 4.0 GPA
- Manulife Award recipient, Winter 2021, recognizing academic excellence in computer studies
- Studied software development, systems analysis, business intelligence, application security, data structures, and programming across C#, C++, Java, JavaScript, PHP, SQL, Swift, Kotlin, and Arduino
- Developed software across embedded, desktop, mobile, web, and mainframe environments

CERTIFICATIONS

ITIL Foundation Certificate in IT Service Management

Aug 2021