NICHOLAS BIIY BWALLEY

Applied AI Specialist | AI Agents • RAG • AI Training
Domains: SaaS RevOps • Knowledge Ops • Workflow Automation

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PROFESSIONAL SUMMARY

Applied AI Specialist experienced in building enterprise-grade AI automation systems, RAG-based knowledge assistants, and multi-agent workflows. Skilled in LLM-driven retrieval, vector search, AI Training and workflow orchestration using n8n, LangChain, and SOC2/GDPR-compliant data pipelines. Delivers measurable ROI by automating operational workflows, reducing manual workload, and improving revenue operations and customer enablement.

CORE TECHNICAL COMPETENCIES

- **AI & LLM Systems:** OpenAI, Anthropic Claude, DeepSeek, RAG, LangChain, Vector Databases (Pinecone), Embeddings, Prompt Engineering, Guardrails, Evaluation Metrics
- **Automation & Orchestration:** n8n, Workflow Automation, API Integration, Event-Driven Systems, Agents
- **Software Engineering:** React, Next.js, Node.js, REST APIs, Supabase, MongoDB, MySQL
- **Platform & Infra:** Docker, Vercel, Hostinger, Render, CI/CD (GitHub Actions), Serverless Functions
- **Compliance & Security:** SOC2, GDPR, Secure Data Handling, Access Control, Audit Trails
- **Business Enablement:** Workflow Discovery, Requirements Mapping, ROI Analysis, KPI Tracking**.**

PROFESSIONAL EXPERIENCE

AI Automation Specialist | Remote | Jan 2024 – Present

- Built AI SDR automation systems for B2B SaaS companies, autonomously handling **lead generation → qualification → enrichment → research → routing → follow-up** to accelerate sales cycles and increase pipeline conversion.

- Automated SDR workflows using LLM agents + n8n + API integrations
- Integrated qualification & enrichment with CRM and data providers
- Reduced manual SDR workload and improved conversion velocity
- Specialized in B2B SaaS revenue operations and sales enablement

AI Trainer | Remote | Jun 2024 – Present

- Trained LLMs and AI agents on domain-specific tasks including SDR qualification, enrichment, research, and persona-based responses
- Evaluated model outputs for correctness, hallucination risk, tone, compliance, and business context
- Generated structured feedback, improvement instructions, and fine-tuning datasets to enhance model performance and operational accuracy
- Performed QA, benchmarking, and scenario testing across multiple agent workflows
- Collaborated on improving guardrails, prompt templates, and evaluation criteria to align model behavior with business objectives

Software Engineer | Remote | Mar 2020 – Nov 2024

- Delivered 15+ AI-enabled web applications for e-commerce, fintech, and real estate clients, automating workflows and reducing operational costs by up to **40%**, with over **170 completed projects**.
- Designed, launched, and monetized two B2C SaaS products achieving validated PMF and generating consistent monthly recurring revenue.
- Improved organic traffic and site performance for a client by optimizing code for SEO and technical reliability, reducing MTTR by **45%** and increasing web traffic by **65%**.

Software Engineer Intern | Turbo G & K Networks Ltd, | Jan 2024 – Jun 2024

- Refactored legacy web systems into modern SPA architecture, improving page load time by **55%** and increasing organic traffic by **40%**.
- Migrated internal systems toward microservices, reducing MTTR from ~**30 min → <10 min** and improving operational resilience.
- Implemented CI/CD pipelines using Docker + GitHub Actions enabling zero-downtime deployments and faster release cycles.

Cybersecurity Analyst Intern | Senselearner Technologies Pvt., Remote | Sep 2023 – Dec 2023

- Performed vulnerability analysis and pen-testing across enterprise web assets using OWASP methodologies, identifying and mitigating 95% of high-impact threats.

PROJECT HIGHLIGHTS
- Developed AI-driven urban mobility modelling insights during a project in Viksjö, Sweden, applying ML techniques to optimize transportation decision-making for municipal stakeholders.
- Built and commercially launched two B2C SaaS products (LinguaFlash & BlogFlow) with recurring revenue cycles before successful sale.
- Published research on ML-driven churn prediction for banking workflows using supervised models for risk classification.

EDUCATION
- **BSc Business Information Technology (First Class Honors, GPA 3.8/4.0)**
  Strathmore University, Sep 2021 – Jun 2024
- **Diploma in Business Information Technology (Merit)**
  Strathmore University, May 2019 – Sep 2021
- **Sustainable Urban Planning and Development (Challenge Driven Education (CDE) project), Exchange Program**
  KTH Royal Institute of Technology, Stockholm, Sweden | Aug 2024 – Jan 2025

CERTIFICATIONS & ACHIEVEMENTS
- Published Research Paper: AI-Powered Customer Churn Predictor, ReadyTensor (Mar 2025)
- Dean's List Award Academic Year (2021–2022 & 2022-2023), Strathmore University.
- Certified Transcriptionist (120WPM)

LANGUAGES
- English (C2 – Native; Spoken & Written)
- Swahili (C2 – Native; Spoken & Written)
- French (C1 – Fluent; Spoken & Written)

HOBBIES

- Fitness Coach
- Swimming
- Table Tennis