

Sebastián Ignacio Urbina Gajardo

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Software Engineer with experience building production-grade backend and AI systems. Specialized in developing scalable agentic services, distributed processing pipelines, and cloud-native infrastructure. Strong foundation in programming, systems design, and cross-functional technical leadership. Focused on delivering reliable, high-performance systems with measurable impact.

EDUCATION

- **University of Chile** 2023 - 2024
Santiago, Chile *MSc in Data Science; GPA: 6.7/7.0*
- **University of Chile** 2018 - 2024
Santiago, Chile *BSc in Industrial Engineering; GPA: 6.4/7.0*
 - **Best Graduate of the Year 2024:** 1/244
 - **Outstanding student:** 2018, 2019, 2020, 2021 & 2022.
 - **Teaching Assistant:** Data Analysis and Causal Inference, Introduction to Deep Learning, Finance II & Seminar of Thinking.

PROGRAMMING SKILLS

- **Languages:** Python, JavaScript, TypeScript, SQL, R, Go (learning).
- **Technologies:** AWS, GCP, Kubernetes, Docker, Kafka, Git, FastAPI, LangChain, LangGraph, OpenAI SDK, Prometheus, Grafana.

EXPERIENCE

- **Bci Bank** Aug 2025 – Present
Santiago, Chile *Machine Learning Engineer*
 - **Scalable Agentic Services:** Designed and deployed containerized agent services on Kubernetes, supporting 100 recurring users and 500 account executives across internal channels including Google Chat and web interfaces.
 - **Performance Optimization:** Reduced end-to-end response latency from 30s to 10s through architectural improvements, async pipelines, and optimized LLM tool use.
 - **Distributed Callbacks Architecture:** Implemented Kafka-based callback handling for LangGraph agents; built consumer pipeline that delivered events from Kafka to Databricks for downstream processing and analytics.
 - **API and System Design:** Built REST services powering internal Generative AI products; implemented rate limiting (100/s), pagination for conversational agents, and monitoring integrations.
 - **Production Reliability:** Built structured logging, Prometheus metrics, and alerting dashboards in Grafana; deployed HPA (up to 3 replicas) to ensure stability under burst demand.
- **Entel** Apr 2025 – Aug 2025
Santiago, Chile *AI Engineer*
 - **Backend + AI Infra Ownership:** Led design and deployment of modular AI microservices with CI/CD pipelines across dev/staging/prod, ensuring reliability and rapid iteration.
 - **Cost Reduction:** Achieved 60× cost reduction in transcription workloads by replacing external processors with a scalable AWS container-based service.
 - **Stakeholder Communication:** Delivered technical roadmaps and architectural proposals to engineering managers, directors, and executive leadership.
- **Entel** Apr 2024 – Mar 2025
Santiago, Chile *Data Scientist Specialist*
 - **LLM-Powered Systems:** Built internal RAG chatbot on AWS using ECS, Lambda, and RDS, enabling employees to query technical documentation with high retrieval accuracy.
 - **MVP Development:** Developed POCs and MVPs to validate Generative AI use cases; provided data insights to inform product decisions.
 - **Cloud Infrastructure:** Managed AWS deployments, cost monitoring, and service provisioning for internal AI initiatives.