

# Jon Hidalgo

Senior Agentic AI & Quality Automation Engineer | LLMOps | Ex-Founder

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Senior QA Engineer with 6+ years specializing in **Agentic AI reliability**. Expert in LLM evaluation, hallucination mitigation, and **MLOps/LLMops orchestration** on Azure. Focused on building **compliant, high-performance AI infrastructure** through automated safety guardrails and robust data pipelines.

## KEY ACHIEVEMENT

- Design and execution of an **Agentic AI orchestration framework** for 100k+ records, implementing automated validation logic that ensured 99.9% data integrity and performance across enterprise pipelines.
- Led the technical evaluation of a **high-intent intelligence engine**, utilizing LLM-as-a-judge frameworks and safety guardrails to generate a database of 8,000+ highly accurate, production-ready accounts.

## SKILLS

- **Agentic AI & Quality:** Evaluation frameworks (RAGAS/G-Eval), prompt testing, hallucination mitigation, safety guardrails, model drift monitoring
- **Cloud & Platforms:** Azure AI Foundry, Databricks, MLOps/LLMops workflows, CI/CD pipelines
- **Automation & Engineering:** Python (PyTest), Make/n8n, REST APIs, Microservices, SQL
- **System Design:** Multi-agent orchestration, API-based integrations, Enterprise data products
- **Methodology:** Agile/Scrum, Extreme Ownership, SOP Documentation (Notion/Miro)

## PROFESSIONAL EXPERIENCE

### BOLDER GROUP

Madrid, Spain

Senior Agentic AI & Quality Engineer

Feb 2025 - Present

- Defining and executing **end-to-end QA strategies** for Agentic AI workflows, focusing on prompt reliability, model evaluation, and hallucination reduction.
- Productionizing AI orchestration pipelines within **Databricks**, integrating automated testing for APIs and platform services into CI/CD workflows.
- Collaborating with Data Scientists and AI Governance stakeholders to ensure the **safe deployment** of agentic features, focusing on model drift and output accuracy.

### DEFAULT CLUB

Madrid, Spain

Founder & Technical Systems Architect

Sep 2018 - Nov 2024

- Architected a **trustworthy AI-driven ecosystem** for 50,000+ users, prioritizing system reliability and data accuracy through automated visual orchestration.
- Implemented robust **error-handling and regression testing** for complex automation workflows, maintaining a 99.9% uptime for business-critical operations.
- Directed the transition from rapid prototypes to **production-grade infrastructure**, ensuring all data-driven applications remained performant and scalable.

## LEADERSHIP & INTERNATIONAL PROJECTS

European Commission | Erasmus+ Program Lead (Stakeholder & Compliance)

2014 - 2018

- Managed international stakeholder alignment and **regulatory compliance** for cross-border programs, ensuring quality standards were met across diverse European entities.

## EDUCATION

BSc in Computer Engineering (UOC), Coursework in Science, Management and Service Engineering (URJC).

## LANGUAGES

Spanish (Native), English (Full Professional Proficiency)