

Troy Cosentino

Applied AI Engineer | Agentic Systems, TypeScript, Production LLMs | Ex-Founder (acquired)

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Professional Summary

Software engineer with 8+ years building production systems at scale, including AI-powered automation. Currently building AgentForge (personal project), an autonomous agent development platform in TypeScript. At Contuit (acquired by Ntiva 2024), built and deployed production LLM system for ticket classification serving 300+ customers. TypeScript expert with hands-on experience deploying LLMs in production and deep interest in agentic systems architecture.

Experience

Senior Software Architect

October 2024 - Present

San Francisco Bay Area

Ntiva

- Driving technical roadmap for AI-powered automation features and integrating LLM capabilities into production workflow platform
- Sole technical owner of production platform across 3 Kubernetes clusters processing 25,000+ operations per minute serving MSP customers globally
- Building and maintaining integrations across 50+ enterprise platforms including ServiceNow, ConnectWise, and Autotask
- Architecting observability and monitoring systems for high-volume distributed operations, reducing incident response time by 60%

Co-Founder & Principal Engineer

Contuit (acquired by Ntiva)

- Built and deployed production LLM-powered ticket classification system using OpenAI API, processing thousands of tickets daily and becoming key driver for acquisition
- Architected no-code workflow automation platform from zero to acquisition, scaling to 300+ customers processing 25,000+ operations per minute
- Built distributed orchestration engine with real-time API integrations across 50+ enterprise platforms (ServiceNow, ConnectWise, Autotask, Freshservice)
- Designed observability infrastructure with Grafana, Loki, and custom monitoring for high-volume distributed operations
- Sole founding engineer responsible for full platform architecture, scaling, and technical leadership

Technical Skills

Languages

TypeScript (Expert), JavaScript, Node.js, Python

Frontend

React, Next.js, TypeScript, HTML/CSS, Tailwind

Infrastructure

Kubernetes, Docker, AWS, Azure, Distributed Systems

Observability

Grafana, Loki, Prometheus, Custom Monitoring

AI & LLM Integration

OpenAI API, Production LLM Systems, Prompting, Agent Architecture Design

Backend & APIs

Express, REST APIs, Microservices, Workflow Orchestration

Databases

MongoDB, PostgreSQL, Redis

Other

RabbitMQ, Git, CI/CD, Agile

Key Projects

AgentForge - Autonomous Agent Development Platform

Personal Project (Active Development) | github.com/tcosentino/agent-dev-cycle

- Building TypeScript monorepo platform for autonomous agent-driven software development with multi-agent orchestration
- Designing agent architecture patterns for task decomposition, tool integration, and collaborative agent workflows
- Exploring agent evaluation frameworks and performance measurement for production-ready AI agents
- Demonstrates passion for agentic systems and hands-on approach to understanding agent architecture challenges

Education

Bachelor of Science, Computer Engineering

Gonzaga University