

# 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)*

2017 - October 2024

San Francisco Bay Area

- 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**

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**Languages**

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

**AI & LLM Integration**

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

**Frontend**

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

**Backend & APIs**

Express, REST APIs, Microservices, Workflow Orchestration

**Infrastructure**

Kubernetes, Docker, AWS, Azure, Distributed Systems

**Databases**

MongoDB, PostgreSQL, Redis

**Observability**

Grafana, Loki, Prometheus, Custom Monitoring

**Other**

RabbitMQ, Git, CI/CD, Agile

**Key Projects**

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**AgentForge - Autonomous Agent Development Platform***Personal Project (Active Development) / [github.com/tcosentino/agent-dev-cycle](https://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**

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**Bachelor of Science, Computer Engineering***Gonzaga University*