

YAGO ECHAVE-SUSTAETA HERNÁN

Senior Backend & Conversational AI Engineer

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PROFESSIONAL SUMMARY

Senior Backend & Conversational AI Engineer with 8+ years of experience in Contact Center environments, specializing in designing, developing, and improving intelligent conversational agents and LLM-based automation solutions. Hands-on experience across the end-to-end lifecycle: requirements discovery, solution design, NLU/LLM modelling, prompt engineering, integration, deployment, and continuous improvement. Currently focused on applying Generative AI and Agent-based architectures to enhance CX automation and efficiency.

RELEVANT EXPERIENCE

- Sabio Group — Senior Backend & AI Engineer (2017 – Present)
- Work across Telco and Energy clients to design, build, and evolve conversational AI solutions.
- Designed and maintained conversational flows and automation for voice and digital channels across multiple clients (e.g., Vodafone, Caser, AXA, Naturgy, Avatel).
- Built and optimized LLM/NLU components for intent classification, open-dialogue handling, and self-service workflows.
- Defined and iterated prompts (few-shot patterns, contextual chaining) and evaluated classification accuracy and containment.
- Integrated GenAI capabilities in AWS-based agentic architectures (e.g., Avatel), and worked with Nuance Mix, Amazon Lex, DialogFlow, and Genesys in traditional conversational bot projects.
- Developed data pipelines for log ingestion, cleaning, anonymization, and scoring.
- Worked directly with business stakeholders to align CX needs with AI solution requirements.
- Supported teammates informally through internal knowledge sharing and practical guidance on LLM adoption.

KEY PROJECTS

- Naturgy — Azure OpenAI to AWS Bedrock Migration (2024–ongoing)
 - Migration of classification models to Nova Pro LLM on Bedrock for customer call intent detection.
 - Improved semantic alignment and reduced dependency on a single LLM provider.
- Avatel — Full Generative IVR / Agentic Architecture (2024–ongoing)
 - Design of an end-to-end generative voice agent supporting open conversation + automated self-service tasks.
 - Strategic implementation aligned with future multi-client scalable deployments.
- Vodafone — Google Play Review Intent Classifier (2023)
 - LLM-based pipeline to detect release issues and classify user feedback.
 - Reduced manual triage time and improved release monitoring.

TECHNICAL SKILLS

Languages: Java, Python, Node.js, JavaScript

Cloud: AWS, Azure, GCP, On-prem environments

Conversational AI / NLU: Nuance Mix, Amazon Lex, DialogFlow, Genesys Cloud, LLMs (OpenAI, AWS Nova, LLaMA)

RAG / Vector Search: OpenSearch

MLOps / DevOps: Git, Docker, Kubernetes, CI/CD pipelines

Core Capabilities: Prompt Engineering, LLM Evaluation, Conversational Repair, Intent Classification, Knowledge-grounded generation

EDUCATION & DEVELOPMENT

Continuous training in Generative AI and Machine Learning (Udemy + internal learning initiatives).

MOTIVATION

I aim to further specialize in Conversational AI and LLM-based architectures, continuing the work I am already leading in ongoing AI transformation projects within Sabio.