# **Iurii** Rogulia

AGENTIC AI ENGINEER


E-mail: iurii@rogulia.fi
Portfolio: https://iurii.rogulia.fi
GitHub: https://github.com/rogulia
LinkedIn: https://linkedin.com/in/iurii-rogulia
Finland, EET/EEST (UTC+2/3) · Remote / EU


I design and build agentic AI systems that automate real business workflows, from multilingual customer support to automated lead research and qualification. Production-focused, with an emphasis on reliability, evaluation and integration.

## SKILLS

**Agentic AI:** Multi-agent orchestration · RAG · Evaluation · Guardrails · Human-in-the-loop · MCP

**LLMs & Cloud:** OpenAI · Anthropic · Gemini · Vertex AI · Google Cloud · BigQuery

**Integrations:** REST APIs · Webhooks · CRM · Observability

## AGENTIC AI PROJECTS

### Multilingual RAG Support Assistant with AI Ticket Triage

Answers customer questions in 30 languages as a chat widget and as a Zoho Desk ticket classifier.

- Cross-lingual RAG over 1,614 documents: OpenAI embeddings in Upstash Vector, product-aware re-ranking and fuzzy keyword matching. Follow-up questions are rewritten with conversation context before retrieval.
- The classifier runs on a Zoho Desk webhook: it extracts the core question, retrieves context, assigns one of 18 categories and drafts a reply with a confidence score. Low-confidence tickets go to a human.
- Answers stream through the Vercel AI SDK; incremental indexing re-embeds only changed content.

**Stack:** TypeScript · Next.js · Vercel AI SDK · OpenAI API · Upstash Vector · Redis · Zoho Desk API

### Agentic CRM for GTM Teams

Three agents turn an incoming email into a qualified CRM record: company research, intent, lead score.

- Three Gemini 2.5 Flash agents on Vertex AI, each a Cloud Run service orchestrated by Cloud Workflows. Intent Analysis and Company Research run in parallel, Lead Qualification takes both results, and a failed agent gives a partial result instead of a failed email.
- Structured output validated with Pydantic, with a confidence and verbatim evidence quotes from the email. Guardrails: untrusted-input handling, an SSRF-safe fetch tool, draft replies for human review only.
- Idempotent ingestion (signed webhook, Pub/Sub, retries) and a single trusted writer into a BigQuery Golden Record with an audit log. Evaluated on 24 labelled emails (intent 95.8%, next step 83.3%), with token and latency logging and Cloud Monitoring alerts.

**Stack:** Python · FastAPI · Pydantic · google-genai SDK · Gemini 2.5 Flash · Vertex AI · Cloud Run · Pub/Sub · Cloud Workflows · BigQuery · Firestore

### MCP Server for vatnode.dev

Open-source MCP server for validating EU VAT numbers from Claude, Cursor and other MCP clients.

- Five tools: four answer from a bundled VAT-rates dataset with no network call or API key; live VIES validation goes through the vatnode API. Covered by stdio JSON-RPC smoke tests.
- Published to npm with signed provenance and listed in the official MCP Registry.

**Stack:** TypeScript · Node.js · MCP SDK · Zod · npm

## EARLIER EXPERIENCE

Since 2001: Lead Developer at Niazida Oy, CTO at FP Oy, Head of Development at Suomen Pehmeä Ikkuna Oy.

**Stack:** TypeScript · JavaScript · Node.js · React · Next.js · Python · SQL · PostgreSQL · Redis · Docker · Linux · CI/CD