Carlos Gastón Catan

Electronic Engineer — Master in Artificial Intelligence — Experience in AI Engineering, Compute Infrastructure and Product Management

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About

I am an **Electronic Engineer** (UTN FRBA) studying for a **Master's in Artificial Intelligence** at Universidad de Palermo. I have been working with AI-powered solutions, including **multi-agent systems**, that automate business and IT operations.

My foundation is infrastructure and platform engineering at large Oil and Gas companies. At **ExxonMobil** I was a Scrum Master and Software / Infrastructure Engineer, and then **Product Owner for Compute** (Cloud & Platform Engineering) until February 2026, with teams that designed and scaled services across Windows, Linux, virtualization, storage and cloud, automated with Terraform, AWS, Python and CI/CD. Since February 2026 I have been **Scrum Master at Chevron** for the SAP S/4HANA team (Basis / Performance Management), BTP and DevOps, coordinating multi-region SAP ERP releases from development through Production cutover.

Experience

Founder & Lead AI Engineer

Jun 2026 – present

Own product: AI-powered sales CRM · Remote, Argentina

A **multi-tenant SaaS** platform whose **AI agents** sell over WhatsApp, Instagram and Messenger for retail businesses, with each tenant configured differently. I created the product **end to end** and own its AI layer, backend, frontend and infrastructure.

- Solved running differently configured tenants with one **multi-agent system** that generalizes across all of them and is configurable per tenant: an orchestrator, state variables and specialised sales agents with tool calls for quotes, prices, showroom booking and human handoff, built on **LangChain**.
- Built tooling to tune the agents before a change reaches customers, with **offline replay and A/B harnesses** that reassemble the real production prompt and sample each variant 9–12 times, and an internal lab to inspect, edit and score classifier calls against labelled datasets.
- Built an **LLM-as-judge evaluation system** that audits the classifier and agents on real customer conversations: rule-based checks run over each conversation, a more powerful model assesses that outcome, and disagreements between the models are escalated to human review.
- Measured and redesigned **RAG retrieval** over the FAQ knowledge base (OpenAI embeddings, **pgvector**) and shipped a dual-index retriever; moving static knowledge out of 70k-character prompts into retrieval **cut per-turn token cost**.
- Built the **LLM stage classifier** that categorizes leads through the multiple stages of the sales-process funnel and added deterministic guardrails around the model.
- Run development as an **agile process with AI agents as developers and testers**, organic and feedback-driven, bringing my **Product Owner and Scrum Master** experience to how work gets delivered, how customer feedback is captured and how each part of the system adapts to customer requirements.
- Building my own **agent harness** of skills, plugins and mods tailored to this use case, to manage development and operations across tenants and make it simple for **one person to manage many tenants** and their configuration drift.

Scrum Master — SAP S/4HANA team (Basis / Performance Management), BTP and DevOps

Feb 2026 – present

Chevron

Scrum Master on **complex, multi-region SAP ERP programs**, focused on delivery coordination, release execution, process engineering and continuous improvement. I support multiple releases for Upstream and Downstream operations, as well as company **acquisitions and divestments**.

- Coordinate and track delivery from DEV and the **mock conversion cycles (MC0, MC1, MC2)** through SIT1, SIT2, TR, UAT and **Production cutover**, aligning teams, milestones, dependencies and readiness criteria.

- Run **PI Planning** for three products (SAP S/4HANA, BTP and DevOps; teams of about 7–15 people each) and their PI execution ceremonies (iteration planning, backlog refinement, daily stand-ups and retrospectives), using them to identify team improvements and contributing to **Inspect & Adapt** through my retrospectives.
- Drive delivery-side **process engineering and continuous improvement** to strengthen execution discipline, transparency, predictability and cross-team coordination.
- Facilitate alignment among technical teams, Product Owners, release stakeholders and business partners; **surface risks, escalate blockers** and follow actions through resolution.
- Use Agile practices and **delivery metrics** to identify bottlenecks, improve flow and support reliable execution across complex enterprise change and release cycles.
- Work across **SAP BTP, S/4HANA and DevOps / Change Control** teams, coordinating integration and environment dependencies, change governance and cutover planning.

Product Owner — Compute (Cloud & Platform Engineering) Apr 2024 – Feb 2026
ExxonMobil

- Led **cross-functional engineering teams** to design, build, and scale **high-performance infrastructure and platform services** supporting enterprise-grade workloads across Windows, Linux, virtualization, storage, and cloud environments.
- Partnered closely with senior engineers and architects to define **system architecture**, technical standards, and **platform roadmaps**, ensuring scalability, reliability, and performance across distributed systems.
- Drove design, implementation, and delivery of automation-driven infrastructure solutions, leveraging **Terraform (IaC)**, **AWS services**, APIs, and workflow orchestration to improve deployment speed, resiliency, and operational efficiency.
- Led technical planning, prioritization, and risk mitigation for large-scale initiatives, including **virtualization modernization**, **NSX networking upgrades**, storage lifecycle management, and platform reliability improvements.
- Oversaw cross-team collaboration across Software Engineering, Infrastructure, Networking, Security, and SRE to **translate business needs into clear technical requirements** and high-impact delivery plans.
- Led **backlog strategy and prioritization** with a strong focus on customer impact, system performance, scalability, and long-term platform sustainability.
- Collaborated on **CI/CD pipeline improvements**, enabling more reliable and faster infrastructure and application releases.

Scrum Master & Software / Infrastructure Engineer Dec 2020 – Apr 2024
ExxonMobil

- Contributed to **architecture and system design decisions**, ensuring solutions met performance, scalability, maintainability, and operational resilience requirements.
- Developed and automated solutions using **Python**, APIs, **infrastructure-as-code**, and **CI/CD** pipelines, improving deployment efficiency and reducing operational overhead.
- Defined and tracked **engineering health KPIs** (delivery performance, incident trends, MTTR, technical debt), driving data-informed improvements in engineering practices.
- **Mentored engineers** and fostered technical excellence, clean code practices, strong ownership, and continuous improvement, while supporting production readiness and on-call operations.

Internship Apr 2019 – Feb 2020
CNEA

Education

Master's in Artificial Intelligence Mar 2026 – present
Universidad de Palermo

Electronic Engineering Mar 2012 – Apr 2022
Universidad Tecnológica Nacional (FRBA) · GPA 8.20/10

Secondary school diploma in Humanities 2011
Colegio de Educación Secundaria Bilingüe D-188 "Las Victorias"

Certifications

- Certified ScrumMaster (CSM) — Scrum Alliance
- SAFe Scrum Master
- SAFe Product Owner / Product Manager
- Cambridge International Certificate in Education (ICE)
- Microsoft Certified: Azure Fundamentals

Skills

AI engineering and agentic AI: Multi-agent systems, Agent orchestration, State variables, Agents with tools (tool/function calling), LangChain, OpenAI SDK, LLM classifiers and guardrails, RAG (OpenAI embeddings, pgvector), LLM-as-judge evaluation, Prompt and classifier evaluation

Machine learning and deep learning: Computer vision, Transformers, Convolutional neural networks (CNNs), PyTorch, TensorFlow, Keras

Cloud and infrastructure: AWS (EC2, S3, Lambda, Step Functions, Systems Manager), Azure, Linux administration, Windows Server

Infrastructure as code and automation: Terraform, Ansible, Bash, PowerShell

Programming and scripting: Python (APIs, automation, scripting), C, C++, SQL (PostgreSQL)

CI/CD and DevOps: GitHub Actions, Azure DevOps, Git, Continuous integration, Continuous deployment

Agile delivery: Scrum, SAFe, PI Planning, Dependency management, Agile metrics, Release and change management

Languages: Spanish (native), English (professional), Portuguese (basic)