

Daniil Apukhtin

AI Agent Engineer: AI agents, integrations, automation

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Summary

Over the past year I shipped four LLM-agent systems to production on my own. I own the architecture, the integrations and running them day to day.

I work out the LLM economics myself: per-request cost, rate limits by key. I've moved three products from pay-per-token to a flat subscription.

AI is my main development tool. I write specs with edge cases, test them on real data, and roll out risky changes to a focus group first.

Systems in production

01 **AI support agent**

About 100 client chats on Telegram. Classifies requests, opens tickets in Jira, answers from the knowledge base, reads screenshots, and declares an incident on its own after three similar complaints.

02 **MCP server for support**

Tools for SQL, logs and Jira. Reused across three services; handed off to the dev team.

03 **Three self-hosted agents**

Running on two VPS, each with its own permissions, memory and skills. Hardened against prompt injection.

04 **DAMOS SMM content engine**

FastAPI. Drafts posts for Telegram, VK, YouTube and Threads, and fails over between LLM providers. Matches views and reactions against publish time and suggests a new content plan on request.

Experience

June 2025 — present

Spix, a SaaS platform for marketplace sellers handling customer feedback

AI Support Engineer, technical support engineer (B2B)

- Designed and run in production a support AI agent in Python and aiogram (Docker, VPS): LLM classification of Telegram requests, Jira ticketing, RAG over a knowledge base in Google Docs, screenshot parsing, queries to Metabase and ClickHouse.
- Built an MCP server with tools for SQL, logs, Jira and the customer directory. Used by three services; handed off to Spix's dev team.
- Built an incident detector: three or more similar complaints in a short window and the system declares an incident on its own and routes it to the owner.
- L2 diagnostics: API errors, Yandex Cloud and DataLens logs, HTTP 4xx/5xx, REST APIs, JSON source configs, SQL in Metabase.
- Advise VIP clients over Telegram and Jira, hand bugs to development with repro steps and logs, maintain the knowledge base.

February 2020 — present

Star Web, now DAMOS

Independent practice, alongside full-time work

- Over 80 projects, mostly landing pages and small corporate sites. Full cycle: offer, build, content, SEO, ad launch, analytics.
- Sites on Creatium and Tilda with custom code. SEO: metadata, Open Graph, JSON-LD structured data.
- Yandex Direct: search campaigns, keyword research, negative keywords, call tracking. Yandex Metrika and end-to-end analytics from ad to lead.
- Service packaging, proposals, working directly with clients.

November 2022 — May 2025

Megamarket

Customer and technical support specialist

- Seller requests: listings, publishing, moderation, content, integrations, logistics, document flow.
- Diagnosed product and listing upload errors, analyzed logs, requests and responses.
- Worked to SLA, prioritized and escalated complex cases, wrote technical incident write-ups. Trained new hires.

August 2019 — November 2021

DNS

Assistant store manager

- Managed staff and store operations, trained employees.
- Grew store sales 70% in two months.

Skills

Development	Python, FastAPI, aiogram, Telethon, SQL, REST API, Docker, Linux, Git
AI	LLM APIs, AI agents, RAG, MCP, screenshot recognition, prompt engineering
Data	Metabase, ClickHouse, Yandex DataLens
Integrations	Telegram Bot API, Jira, YouTrack, Google Docs and Drive, VK, YouTube
Sites & ads	Creatium, Tilda, SEO, Yandex Direct, Yandex Metrika

Education & courses

2015	**Kuban State University, Krasnodar** Economics and Accounting, Economist
Course	**"Python Generation": beginner course, Stepik** in progress, 71% complete, certificate ↗

Profiles

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