Sheena Lindsey-Smith

Forward Deployed AI Engineer | Agentic AI | LLM Applications | Customer-Embedded Delivery

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PROFESSIONAL SUMMARY

Forward Deployed AI Engineer who takes LLM agents from customer discovery to governed production. Since 2023, founder and engineer at AgentivX Solutions, shipping multi-tenant AI products for real estate, care-facility operations, executive transportation and workforce training, with human approval gates, tenant isolation, audit trails, evaluation harnesses and automated test gates. Brings 10+ years of enterprise IT, identity and access management and ITSM across healthcare, government and SaaS, including Tier 3 escalation support for Maryland state health providers and nine years as a U.S. Army signal support systems specialist who led a team of 10. Builds AI-native: writes the spec and architecture, directs Claude Code and Codex, reviews every change, and gates releases on lint, type checks, unit and end-to-end tests.

SELECTED AI DEPLOYMENTS

Realtiv by AgentivX | *AI back office for real estate teams* | realtiv.agentivx.ai

- Multi-tenant SaaS (Next.js, TypeScript, Supabase Postgres with row-level security, live Stripe billing) where every client-facing AI draft goes through an approval queue. Built IDX lead intake for brokerages on Brivity, which has no API, by parsing forwarded lead emails through a signed inbound webhook with TCPA/CTIA consent checks; requirements from agent clients Chad Craig and Monique Slater. Release gate: 3,060 unit and 220 end-to-end tests.

AP Agent over MCP | *Approval-gated accounts payable agent inside QuickBooks* | github.com/Icandi40/agentivx-ap-agent-mcp

- Python MCP server and agent that reads a QuickBooks Online ledger, runs a three-way match (invoice, PO, receiving log) and drafts bills that post only after a named person approves, with a hash-chained audit log. Live sandbox run: posting refused until approval, then the bill posted and was read back; duplicate and price-variance invoices held. On 30 invoices in unseen layouts it approved none of the 18 bad ones.

ClinivX by AgentivX | *Governed AI workforce for care facilities*

- FastAPI, Postgres 16 row-level security and Next.js 15. Six agents where every action runs draft, validate, approve, execute, evidence, with the human approver recorded as the actor; LLM output must pass an eval harness (grounded, no prompt injection, in scope). 208 backend tests and 6-job CI with live-database isolation tests and secret scanning. Synthetic data only.

Nia by AgentivX | *Voice-first executive assistant* | nia.agentivx.ai

- First built for Kindred at GRN OWL Executive Transportation, then productized. OpenAI Realtime and Gemini Live voice, 16+ tools behind confirmation gates, WhatsApp channel with signature-verified webhooks, model fallback across OpenAI, Gemini and Claude, per-client usage metering. 572 unit and 22 end-to-end tests.

PROFESSIONAL EXPERIENCE

AgentivX Solutions, LLC, Upper Marlboro, MD **01/2023 - Present**

Founder | AI Engineer | AI Solutions Architect

- Lead AI engagements end to end: workflow discovery with stakeholders, technical scoping, MVP build, production rollout and user adoption; assessed 10+ AI use cases and improved automation efficiency by up to 98%.
- Shipped multi-tenant AI products (Realtiv, Nia, ClinivX, AgentivX Mission Control) with Next.js, TypeScript, Python/FastAPI and Postgres, putting a human approval step in front of every consequential agent action.
- Codified repeat patterns into reusable, public building blocks: a shared multi-tenant TypeScript core, a process-mining discovery tool, and open-source agent tooling on GitHub, including claim-guard (98.3% held-out precision) and a LangGraph sanctions research agent (94.8% task success, every claim citation-checked).
- Built Python/FastAPI integration layers and RAG pipelines connecting AI apps to Microsoft Graph, Google Workspace, ServiceNow, Salesforce, HubSpot and Slack via REST/GraphQL, OAuth 2.0, webhooks and vector search.
- Built Python NLP and ML workflows (PyTorch, Hugging Face Transformers, Pandas) that classify, summarize, extract and route documents, tickets and transcripts, plus event-driven automations (n8n, Make, Power Automate, webhooks) that cut processing time and manual workload by 90%.
- Deployed the agentivx.ai site assistant on Claude and Michelle, a Vapi voice receptionist with Google Calendar availability and booking tools on a Twilio number, both routing leads into an operations hub.
- Test agent behavior with prompt and model evaluations, tool-call validation, retrieval-quality reviews and human-in-the-loop checks; build AI-native with Claude Code and Codex, reviewing every change and gating releases on lint, type checks, unit and end-to-end tests.

Carelon Behavioral Health, Hanover, MD **06/2025 - 03/2026**

Infrastructure Services Support Advisor

- Led Tier 3 infrastructure support for Maryland state health providers, internal Carelon teams and government agency users on mission-critical behavioral health platforms.
- Resolved recurring provider-access and navigation issues through root-cause analysis and guided portal workflows, reducing repeat escalations tied to permissions and usability.
- Directed user access and provisioning, including Active Directory rights for local and remote users, and managed ServiceNow ITSM workflows while surfacing recurring trends for process improvement.
- Advised leadership, providers and support teams on regulated healthcare infrastructure and access management, and delivered provider training that turned complex IT processes into clear, actionable guidance.

EasyPost, Hanover, MD **04/2024 - 01/2025**

IT Helpdesk Associate Technician III

- Delivered Tier I-III support to 500+ global Windows and macOS users via Zendesk, Slack and remote tools, resolving 95% of tickets within SLA.
- Built PowerShell and Bash automation for onboarding, offboarding, license assignment, group membership and data retention, cutting manual effort by 60%.
- Secured SaaS access across Slack, HubSpot, Dialpad, Outreach and Zoom for 500+ users, cutting provisioning errors by 40%; ran MFA via OneLogin, DUO and Microsoft SSO, cutting unauthorized access incidents by 50%.

FNA Group Inc., Mesquite, TX **10/2021 - 03/2024**

Helpdesk Administrator II

- Delivered Tier I/II support to 750+ users across 4 sites in 3 states, resolving 90% of requests within SLA across Windows, Exchange, Office 365, Azure AD and Sage ERP at 99.9% uptime.
- Raised first-call resolution from 50% to 80% within six months by building a structured troubleshooting guide and knowledge base for technicians and non-technical users.

TC Transcontinental, Atlanta, GA **05/2017 - 04/2020**

Technical Support Engineer

- Implemented SLAs and team process improvements that increased support efficiency by 30%, and scripted SCCM software and driver deployments that reduced manual patching by 20%.

U.S. Army, Schofield Barracks, HI | Ft. Stewart, GA | Kuwait | Kandahar, Afghanistan **06/2004 - 12/2013**

Signal Support Systems Specialist / Technical Support Engineer

- Led and supervised a team of 10 IT specialists, setting direction, delegating technical work and coaching junior staff in high-pressure, mission-critical environments.
- Administered Active Directory accounts, roles and permissions with RSA SecurID two-factor authentication, reducing identity-related incidents by 60%, and integrated IAM with single sign-on.

TECHNICAL SKILLS

AI and agents: LLM application development, agentic workflows, tool use and function calling, Model Context Protocol (MCP), multi-agent orchestration, prompt engineering, evaluations, guardrails, human-in-the-loop approvals, RAG, embeddings, vector search (pgvector, Pinecone, Qdrant, ChromaDB, FAISS)

Models and frameworks: Anthropic Claude, OpenAI GPT and Realtime API, Google Gemini and Gemini Live, Vertex AI, Hugging Face Transformers, LangChain, AutoGen, CrewAI

Voice and conversational: Vapi, Twilio, ElevenLabs, WhatsApp webhooks, Dialogflow, Voiceflow, Azure Bot Service

Languages and web: Python, TypeScript, JavaScript, SQL, Bash, PowerShell, FastAPI, Flask, Node.js, React, Next.js, Tailwind CSS

Data, cloud and delivery: PostgreSQL (row-level security), Supabase, Drizzle, Alembic, MongoDB, Docker, Kubernetes, GitHub Actions, CI/CD, Vercel, Render, Cloudflare Pages and Functions, AWS, Azure, GCP, Playwright

Integration and automation: REST and GraphQL APIs, OAuth 2.0, signed webhooks, event-driven workflows, Stripe, Resend, Microsoft Graph, Google Workspace, ServiceNow, Salesforce, HubSpot, Slack, n8n, Make, Zapier, Power Automate

Security and IT operations: Multi-tenant isolation, RBAC, audit logging, MFA, SSO, IAM, Active Directory, secret scanning, PII redaction, ServiceNow, Zendesk, Remedy, Jira, ITIL v4

EDUCATION AND CERTIFICATIONS

M.S., Computer Science in Information Systems Management / Computer Security, Strayer University, Atlanta, GA 2017

B.S., Business Administration in Human Resources Management, University of Phoenix, Atlanta, GA 2015

Certifications: Certified Agentic AI Developer, Blockchain Council (2025); Certified Artificial Intelligence (AI) Expert, Blockchain Council (2025); NVIDIA Certified Associate, Generative AI with LLMs (in progress); Certified Associate Python Programmer (PCAP) (in progress)