

Šime Galac

AI AGENT & AUTOMATION ENGINEER | PRODUCTION SYSTEMS & INTEGRATIONS

+385 91 722 7206 simegalac.com | Zadar, Croatia

Microsoft Certified: Azure Solutions Architect Expert

Microsoft Certified: Azure Cosmos DB Developer Specialty

PROFESSIONAL SUMMARY

Software Engineer with 5+ years building production automation, backend systems and integrations, now focused on AI agents and agent-enabled products. Hands-on work spans custom agents, MCP servers and connectors, skills and tools, RAG, speech and image-generation integrations, and real-time voice agents. Connects AI capabilities to dependable APIs and multi-tenant production services, choosing deterministic execution for known processes and agent reasoning for variable requests. Strong in architecture decisions, production operations and Real World Problem Solving.

PROFESSIONAL EXPERIENCE

Software Engineer

Telum Marketing

2020-present | Zadar, Croatia

- Build production automation and AI capabilities for a multi-tenant WhatsApp Business Process Automation Platform serving several hundred active clients daily.
- Contribute to custom-agent capabilities across implementation, integrations, tools, skills and testing; work with domain experts to make specialized knowledge usable by agents.
- Implement supporting tools, skills and integrations for custom SEO and social-media agents that analyze a client and competitors, recommend blog and social content, and connect to CMS publishing workflows.
- Built an MCP-based administration and control layer for workflow configuration, integrations and process inspection, with fine-grained per-user configuration that can change at runtime without deployment.
- Apply deterministic code when the process is known and agent skills when requests depend on variable context; use positive and negative examples and repeated testing to improve consistent behavior.
- Integrate OpenAI Responses API, Azure AI, RAG and document vectorization, image generation, speech services and real-time voice-agent capabilities into software workflows.
- Make architecture decisions and review AI-assisted code; own production delivery across deployment, monitoring, incident response, backup and recovery while managing infrastructure costs within budget.

CORE CAPABILITIES

AI AGENTS & MCP

Custom AI agents Agent tools and skills

MCP servers and connectors OpenAI Responses API

Agent permissions and configuration Scenario-based testing

RETRIEVAL, VOICE & MULTIMODAL

RAG Document vectorization Real-time voice agents

Speech-to-text / text-to-speech Image-generation integrations

Azure AI / Cognitive Services

BACKEND & PLATFORM ENGINEERING

C# / .NET TypeScript / Node.js Python REST API design

Multi-tenant systems Pub/sub and workflow orchestration

PRODUCTION RELIABILITY & DESIGN

Azure architecture MS SQL Server / Azure Cosmos DB

OAuth2 and token management

Retries, idempotency and circuit breakers

Monitoring and production operations

Client requirements and solution design

Agent engineering: Translate domain knowledge into agent-usable tools and skills, separate deterministic steps from variable reasoning, and test behavior with positive and negative examples.

Production mindset: Bring AI features into real workflows with integrations, configurable permissions, operational visibility and dependable backend services.

Real World Problem Solving: Start with the actual business problem, find its root cause and deliver a simple, logical solution that is practical to operate and maintain.

SELECTED PROJECTS

WhatsApp AI Automation Platform & MCP Control Plane

2023-present

Telum Marketing

- Production multi-tenant platform orchestrating customer workflows through WhatsApp and connected business services; the platform serves several hundred active clients daily.
- Built an MCP administration layer so compatible agents can inspect and operate workflow configuration, integrations and process tasks through a consistent tool interface, with user-specific granular permissions and runtime configuration.

Stack: C# / .NET, REST APIs, WhatsApp Business API, MCP, OpenAI Responses API, Azure, MS SQL Server, Azure Cosmos DB

Custom SEO & Social-Media Agents

Telum Marketing

- Implemented agent-supporting tools, skills, integrations and tests for agents that analyze clients and competitors, suggest blog and social-media content, connect to a CMS and support publication workflows.
- Collaborated with domain experts to translate specialized knowledge into agent-usable capabilities and tests.

Stack: Custom agents, agent tools and skills, MCP, REST integrations, CMS connectivity

Agent Tools, Skills & Retrieval Work

Selected work

Client and internal AI solutions

- Turned multi-step application tasks into agent-callable tools by reverse-engineering application behavior, then refined tools using available logs.
- Built RAG solutions using conventional retrieval in most cases and document vectorization for one client project with a large corpus; used positive and negative examples for variable agent behavior.

Stack: MCP tools and servers, connectors, RAG, document vectorization, OpenAI Responses API, Azure AI

Production Integrations & Workflow Reliability

2021-present

Telum Marketing

- Built modular production connectors for Google, Meta, Salesforce, Azure AI and Seats.io, including OAuth2, automatic token refresh, webhooks, retries and circuit breakers.
- Designed configurable workflows with triggers, conditions, actions, state transitions, idempotency and audit trails; supported cross-system production operations and troubleshooting.

Stack: C# / .NET, REST APIs, Azure, SQL Server, Cosmos DB, OAuth2, CI/CD

CERTIFICATIONS

Microsoft Certified: Azure Solutions Architect Expert

Azure architecture, scalability, security, monitoring and cost-aware solution design.

Microsoft Certified: Azure Cosmos DB Developer Specialty

Distributed data solutions, consistency, partitioning and performance.

EDUCATION & LANGUAGES

University Department of Professional Studies - Split

Bacc. ing. techn. inf., Information Technology

2016-2020

Languages

Croatian - Native

English - C1 (Advanced)