

Kevin Savill

AI engineering · Automation · Systems integration

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AI engineer who came up through support, automation, and solutions engineering. Currently Senior AI Engineer at Ntracts and Senior AI Consultant at Advance Velocity, focused on LLMs, automation pipelines, and systems integration. B.S. in Computer Science from UT Dallas; M.S. in Systems Engineering and Management in progress.

Experience

Ntracts | 100% remote

Senior AI Engineer | Jun 2026 - Present

- Building internal AI tools and automation to support teams and business workflows.
- Contributing to product capabilities through AI engineering and systems integration.

Advance Velocity | 100% remote

Senior AI Consultant | Jun 2026 - Present

AI Consultant | Mar 2025 - Jun 2026

- Built an end-to-end Zendesk support automation system and deployable chat widget for Momentus.
- Over 80% of support chats and tickets handled autonomously without human intervention, across the six months preceding September 28, 2026.

Cytracom | Allen & McKinney, Texas

Solution Engineer | Jan 2025 - Jun 2026

Automation Engineer | Apr 2024 - Mar 2025

Senior Technical Support Engineer | Apr 2022 - Apr 2024

Technical Support Tier 2 | Oct 2021 - Apr 2022

Technical Support Tier 1 | Dec 2020 - Oct 2021

- Rebuilt internal portals with integrated public and internal APIs, substantially improving organizational efficiency
- Built a shared internal portal for Zendesk automation, diagnostics, and team enablement.
- Developed ticket moderation, routing, reporting, and communications administration tools.
- Applied agentic workflows to code-development automation.
- Built a GUI for parsing and generating Grandstream, Yealink, SNOM, and Polycom phone configurations.

Education

M.S. Systems Engineering and Management

The University of Texas at Dallas | May 2028 (expected)

B.S. Computer Science

The University of Texas at Dallas | May 2024

Associate's degree, General Studies

Collin College | Dec 2021

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Selected projects and technical background

Selected projects

Bit Universe

A 3D idle city builder with colony economies, building upgrades, vehicles, logistics, and a progression system spanning multiple worlds.

Voice Identity Studio

A self-hosted audio studio for vocal isolation, speaker diarization, transcription, and matching speakers across recordings, with a browser-based segment editor and per-speaker exports.

Pong reinforcement learning

A reinforcement-learning project for Atari Pong, with a DQN training pipeline and tools for evaluation and interactive play.

Technical skills

Languages

Python · TypeScript / JavaScript · C# · Java · SQL · HTML / CSS

Machine Learning & Vision

PyTorch · OpenCV · Reinforcement learning · Gymnasium · MuJoCo simulation

Web & APIs

React · FastAPI · Django · Node.js · WebSockets · WebAssembly

Games & Solvers

Unity / C# · Procedural worlds · Multiplayer · Custom interpreters · Z3

Delivery & Testing

Docker · Cloudflare · pytest · Playwright · Vitest · NUnit

AI & Automation

LLM orchestration · AI agents · MCP · RAG · Workflow engines · Agent evaluation

Audio & Media

Diarization · Transcription · Speaker embeddings · Voice conversion · FFmpeg

Data & Background Jobs

PostgreSQL / pgvector · Redis · Celery · S3-compatible storage · IndexedDB

Security & Access

OIDC / SSO · MFA · Multi-tenant permissions · Audit logging

Systems & Tools

Systems integration · Zendesk · Azure · .NET / WPF · USB HID

Credentials earned

CompTIA Secure Infrastructure Specialist (CSIS) | CompTIA

Issued Jan 2021 · Expires Jan 2027

CompTIA Security+ | CompTIA

Issued Jan 2021 · Expires Jan 2027

CompTIA Network+ | CompTIA

Issued Nov 2020 · Expires Jan 2027

CompTIA A+ | CompTIA

Issued Oct 2020 · Expires Jan 2027

Microsoft Certified: Azure Fundamentals | Microsoft

Issued Apr 2021

LPI Linux Essentials | Linux Professional Institute (LPI)

Issued Apr 2022

SSCA | The SIP School

Issued Jan 2021 · Expired Jan 2023