

Renata Baldissara-Kunnela

AI Developer — LLM & Agent Systems

• Available for opportunities

renatbk.linkedin@gmail.com | +358 40 182 9008 | linkedin.com/in/renata-kunnela-4002a726a | github.com/RBKunnela | renata-resume.vercel.app | Viitasaari, Finland

SUMMARY

AI Developer and AI Quality Engineering specialist with 15+ years in enterprise systems (banking, insurance, integration-heavy environments). I build production LLM and agent solutions embedded into business workflows using structured prompting, RAG grounding, fine-tuning, and tool orchestration. I also design reliability systems for modern AI — guardrails, fallback behavior, and automated evaluation (LLM-as-judge plus rule-based checks) used for regression testing and continuous improvement.

STRENGTHS

- **End-to-end AI ownership.** From prompt design and RAG grounding through guardrails, evaluation, and production reliability — full LLM lifecycle, not just the prototype layer.
- **Enterprise discipline applied to AI.** 15+ years in banking and insurance environments under audit and compliance constraints; reliability and traceability as baseline, not bonus.
- **Cross-functional communication.** Multilingual (Portuguese, Finnish, English, Spanish) and experienced bridging developers, architects, and business stakeholders across multi-system enterprise flows.

KEY ACHIEVEMENTS

- **4 AI products in production** — FriendlyAI assistants, Lumanela.fi (100–500 conversations/month), Jurevo multi-agent orchestration, plus internal evaluation systems.
- **3 open-source frameworks published** — ALMA-memory (PyPI + npm), AGtestari, VERITAS-framework — all available on GitHub.
- **Conference speaker** — Testaus ja AI 2024 (Finland's testing and AI conference).
- **15+ years across regulated enterprise environments** — banking-grade systems at Samlink and insurance integrations at TietoEvy/Fennia.

EXPERIENCE

AI Developer & Quality Engineering — FriendlyAI

02/2025 — Present

- Built production AI assistants and automation flows for customer support and lead generation.
- Implemented tracking and quality metrics across LLM-driven flows to make assistant behavior measurable.
- Designed evaluation loops (LLM-as-judge plus rule-based checks) driving continuous improvement of prompts and responses.
- Integrated LLM behavior into existing business workflows with focus on reliability, fallback paths, and safe escalation.

API Tester & Quality Engineering — TietoEvy / Fennia

09/2023 — 02/2025

- Owned end-to-end API quality for RAML/MuleSoft APIs across complex insurance integrations.
- Managed test cases and release evidence in TestRail and Jira; built exportable evidence packs for release-readiness reviews.
- Built Postman test automation suites covering contract, integration, and regression scenarios.
- Collaborated with developers and architects to resolve integration defects across multi-system insurance flows.

Senior Test Automation Engineer — Samlink Oyj

01/2016 — 03/2023

- Developed scalable test automation for banking-grade systems using Robot Framework and Python.
- Established QA practices for integration-heavy service chains under strict reliability and audit requirements.
- Designed regression and release-readiness pipelines for production deployments in regulated environments.
- Mentored testers and supported requirement clarification with developers and business analysts.

SKILLS

Keywords: Python, FastAPI, Pydantic, PostgreSQL, Redis, REST APIs, OAuth2, Docker, CI/CD, OpenAI, Anthropic Claude, Azure OpenAI, Google Gemini, Hugging Face, LangChain, LlamaIndex, RAG, Fine-tuning, Prompt Engineering, Guardrails, LLM-as-judge, Multi-agent orchestration, MCP, Robot Framework, Postman, TestRail, Jira, Confluence, RAML, MuleSoft, ISTQB, Test Automation, API Testing, Quality Engineering, Banking systems, Insurance systems, Integration testing, Release readiness.

AI & LLM: OpenAI · Anthropic Claude · Azure OpenAI · Google Gemini · LangChain · LlamaIndex · RAG · Fine-tuning · Guardrails · LLM-as-judge · Prompt Engineering · MCP

Engineering: Python · FastAPI · Pydantic · PostgreSQL · Redis · REST APIs · OAuth2 · Docker · CI/CD

QA & Testing: Robot Framework · Postman · TestRail · Jira · Confluence · RAML/MuleSoft · ISTQB

FOCUS AREAS

LLM & NLP. Structured prompting, RAG grounding, fine-tuning, hallucination reduction, uncertainty handling.

AI Agents. Multi-agent orchestration, protocol-driven behavior, controlled tool access and permissions.

AI Reliability. Guardrails, prompt injection awareness, fallback strategies, safe escalation paths.

Evaluation & Testing. LLM-as-judge plus rule checks, quality metrics, regression testing, continuous improvement.

FEATURED PROJECTS

ALMA-memory — Open Source · PyPI · npm. Persistent memory layer for AI agents. Alternative to Mem0 with scoped learning, anti-patterns, multi-agent sharing, and MCP integration. *Stack:* Python, SQLite, MCP, FastAPI, npm.

AGtestari — Open Source · SaaS. AI-powered unified testing platform deploying autonomous QA agents into customer Azure environments. Consolidates frontend, backend, mobile, accessibility, and performance testing through a 12-phase enterprise workflow. *Stack:* FastAPI, React, Azure, AI Agents, Jira.

VERITAS-framework — Open Source. Evaluation framework for AI systems with LLM-as-judge capabilities, quality metrics, and regression testing support. *Stack:* Python, LLM-as-judge, Evaluation.

Jurevo — Confidential · AI Architect. Multi-agent orchestration with controlled tools and a chat evaluation harness (LLM-as-judge plus rule checks). Modular backend and high-performance enterprise search. *Stack:* FastAPI, PostgreSQL, Redis, Multi-agent.

Lumanela.fi — Production. LLM with RAG and fine-tuning. Structured prompt logic and edge-function orchestration in production. *Stack:* LLM, RAG, Fine-tuning, Edge Functions.

EDUCATION

- **BSc in Computer Science / Business IT** — JAMK University of Applied Sciences · 2011 — 2016
- **MBA, International Business and Law** — Åbo Akademi · 2004 — 2006
- **BBA, Management** — Faculdade Cândido Mendes, Brazil · 1985 — 1990
- **Guest Lecturer** — JAMK University of Applied Sciences · 2007 — 2016

CERTIFICATIONS

- ISTQB Foundation — Certified Tester · 01/2014
- ISTQB Foundation — Agile Tester · 04/2015
- Advanced Robot Framework · 11/2015
- Multimodal Prompting with Google Gemini · 05/2024
- Prompt Engineering Basics — Azure OpenAI · 05/2024
- Speaker — Testaus ja AI · 2024

LANGUAGES

Portuguese — Native · **English** — Excellent · **Finnish** — Fluent (working language) · **Spanish** — Fluent