TSEGTS-ERDENE GANTULGA

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Business Process Automation Engineer · Client Delivery & Applied AI

Automation engineer and former CTO with 5 years delivering 20+ client systems in Mongolia, from a Teams AI assistant rolled out to ~6,000 employees to a 4,000-device Intune rollout. Trained 9,304 public-school staff with the Ministry of Education. Now building production AI agents with RAG, evals and human hand-off.

EXPERIENCE

Nomin Holding — Business Process Automation Engineer & Project Manager · Oct 2025 – Sep 2026

- Initiated **Nomin GPT** and built v1 on Copilot Studio. Then led the move to a 3-agent system (FastAPI, OpenAI Agents SDK, RAG over 755 regulations, Odoo ERP) with the e-commerce engineering team. It is rolled out to ~6,000 employees in Teams. 02 05
- Led a **Microsoft Intune rollout to ~4,000 devices**. Synced ERP job titles into 20 dynamic Entra groups, so 87% of 1,914 accounts were grouped automatically. Trained the Support team and handed the rollout over to them. 01 05
- Built an **IT-incident triage flow** in Power Automate that sends Teams outage messages to OpenAI. OpenAI classifies each one by system and severity, and the flow alerts the IT team. 02 01

Ganada Mongolia — Contract CTO · 2026 – present (automation consultant 2022 – 2023)

- Built **ganada.mn**, the operations portal of a Korean-language school with 10,000+ learners. Stack: Next.js and Supabase with row-level security, plus Entra SSO across ~15 roles. It covers contracts with e-signature, attendance and grades. It has 100 migrations and 69+ test files. 01
- Shipped an **OpenAI admissions assistant** that answers only from approved facts. Added a Messenger/Instagram lead bot that hands off to a human. Wrote 16 ISO 9001/27001 procedures to prepare for certification. 02 03 05

Empasoft LLC (Microsoft partner) — CTO · Dec 2023 – Sep 2025 · IT Engineer 2021 – 2023

- Ran discovery with 20+ client teams in hospitality, mining, finance and telecom, then shipped Power Platform systems. Examples: 03 01
  - Shangri-La: guest-feedback and room-booking apps.
  - MSM Group (650+ staff): a 3-level loan-approval app.
  - Two mining companies: an ordering app for their remote camps.
- Presented options to Shangri-La management for an asset-management system covering Group, 5 Regions and Property. Turned requests like this into fixed-scope proposals. 04
- Kept Shangri-La's lobby tablets running 24/7. Found a 24-hour Power Apps session limit and added a 7-hour auto-relaunch. 01
- Trained **9,304 public-school staff** in Office 365 (102 h, with the Ministry of Education). Taught Power Platform (200+ people), AZ-104 (100+) and Intune (150+). 04
- Led the tech team as CTO. Set a plan of 2 custom automations a month and wrote the delivery method: AS-IS/TO-BE → POC → UAT → ROI. 05

PROJECTS

- **Insurance prior-authorization copilot** (Pinecone FDE team project, Demo Day Nov 2026): I own the agent pipeline, CI/CD and Azure deployment for a 4-person team. It uses RAG, structured LLM extraction, PII redaction and human-in-the-loop review. 02 01
- **Baymax, a self-hosted AI-agent platform:** a voice interface tuned to a Mongolian accent, an always-on cloud hub, one agent per project, and an IELTS speaking coach. 02 05
- **UB Salon** (co-founder & CTO): a two-sided beauty-services marketplace built with Expo/React Native and Supabase, with Mongolian DAN e-ID. 01

SKILLS

- **Languages:** Python, TypeScript, SQL, PowerShell
- **Applied AI:** LLMs (OpenAI, Claude, Gemini), RAG, AI agents, Copilot Studio, structured output, evals, human-in-the-loop
- **Backend & integration:** FastAPI, Next.js, React, Supabase / PostgreSQL, REST APIs, webhooks, Power Automate, Power Apps
- **Cloud & identity:** Azure, Microsoft 365, Entra ID (SSO), Intune / Autopilot, Docker

EDUCATION & CERTIFICATIONS

- B.Sc. Computer Networks, National University of Mongolia (2022) · MITx 6.00.1x (Python)
- Microsoft Certified: Azure Solutions Architect Expert (AZ-305), Azure Administrator (AZ-104), Power Platform App Maker (PL-100)
- President, Rotaract Club of Tsetsee Gung, 2025–26 (Mongolia's best Rotaract club) · English (advanced), Mongolian (native)