

MOYSIS MOYSEOS

Technical Operations / Systems Engineer | MSc Artificial Intelligence

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SUMMARY

Technical operations engineer at Finera, with a background in IT support and an MSc in Artificial Intelligence. My work includes internal tools, API integrations and process automation.

TECHNICAL SKILLS

- **Automation & Integration:** Python, Bash, JavaScript; REST API integration, Jira/Confluence automation (JQL, event-driven rule engines), browser automation, Git and CI/CD
- **AI & LLM Systems:** retrieval-augmented generation (Gemini API, Firestore, BigQuery), corpus design for LLM retrieval, agent orchestration and multi-agent coordination, prompt and context engineering, agent task-queue design.
- **Agent Tooling & Workflow:** MCP client integrations, agent skill/tool authoring for platform APIs, n8n (event-driven triggers, API orchestration), permissioned AI knowledge systems.
- **Data & Reporting:** SQL, pandas, openpyxl, schema reconciliation across large record sets.
- **Bots & Alerting:** Slack and Telegram bot development (Bot API, webhooks, token and chat-ID management), cross-platform message relay, operational alert routing and notification workflows.
- **Additional:** C++, C#, Java; scikit-learn, PyTorch, OpenCV

SELECTED PROJECTS & AUTOMATION WORK

- **Operations triage platform.** JavaScript service against the Atlassian REST API v3 that pulls live ticket state via JQL and classifies it through a rule engine into action buckets using due-date, staleness and priority signals. Replaced a manual daily triage pass. Handles auth failure, rate limiting and clock skew as first-class states, with client-side persistence of local decisions.
- **Retrieval-augmented documentation assistant (Google Cloud Console Project).** RAG service over a small part of company knowledge base, answering operational questions from internal documentation. Currently being rebuilt as an agent-driven task orchestration service with an external board as the agent task queue.
- **LLM agent orchestration for operational work.** Designed repeatable agent workflows for documentation generation, ticket resolution and form-heavy internal processes, including a structured context-handoff specification that lets a fresh agent session resume prior work without losing decisions, constraints or terminology.
- **Data reconciliation tooling.** Python pipelines reconciling a large number of assets and a device network datasets against live platform APIs. Surfaced the structural defects blocking a clean inventory: absent primary keys across every record.
- **MSc research and coursework.** Thesis: deep-learning credit card fraud detection on imbalanced transaction data. Also, fake-news detection and a cognitive-robotics rescue maze agent for the Erebus simulator competition.

EXPERIENCE

TechOps Engineer | Finera

Limassol, Cyprus · September 2026 – Present

- Designing, building and maintaining internal automations and tooling supporting payment operations across the Tech Ops and Integrations teams.
- Developing and maintaining automation of routing adjustments driven by BI report signals, including volumes, approval rates and processor capacity.
- Building and extending internal operational dashboards and control tooling used by the department for daily decision making.
- Developed AI assisted tooling for Tech Ops, including the internal knowledge base and assistant workflows.
- Identifying manual and repetitive processes across the department and replace them with scalable technical solutions.
- Work with APIs, webhooks and structured data, translating operational requirements into working processes.

- End to end ownership of automation initiatives, from problem identification through development, deployment and documentation.

IT Specialist | Finera

Limassol, Cyprus · December 2024 – September 2026

- Sole owner of the technology estate for the Cyprus offices and the physical security/attendance systems.
- Administered systems through their APIs and management planes rather than their consoles, which is where the automation work above originated bulk operations, analysis, reconciliation and reporting were scripted rather than clicked.
- Delivered migrations at scale, user biometric access control rollout across four population batches and two countries, telephony estate reconciliation against the credential vault device procurement cycle.
- Ran identity lifecycle for a regulated fintech: provisioning and deprovisioning against a documented access matrix, data-transfer and mail-continuity procedures, and a live audit.
- Built the documentation system of record for the site and network topology, cabling, camera estate and standard operating procedures from live platform exports rather than legacy files, superseding three mutually inconsistent inventories.

EDUCATION

MSc Artificial Intelligence Sheffield Hallam University, UK · 2023 – 2024

BSc (Hons) Computer Science Sheffield Hallam University, UK · 2020 – 2023

ADDITIONAL

National service: National Guard of Cyprus, 2019 – 2020. Languages: Greek (native), English (fluent, degrees delivered in English).