

Sami Sabir-Idrissi

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AI Success Engineer | Customer-Facing Applied AI Engineer

Customer-facing applied AI and enterprise automation engineer with 8+ years across technical delivery, quality engineering, AI adoption, agents, RAG, APIs, SDKs, and production integration systems. Recognized as an AI Champion across EPAM and Edward Jones, with hands-on experience helping teams move from ad hoc AI usage to structured adoption patterns: repository instructions, skills, agents, prompt chains, secure AI practices, and repeatable workflow automation. Known for translating complex business and technical workflows into deployment-ready plans, stakeholder enablement, release readiness, and measurable customer value.

Core Strengths

- AI adoption and enablement: use-case discovery, workflow mapping, training, champion building, rollout planning, adoption roadmaps, change management
- OpenAI and agentic systems: ChatGPT, Codex, OpenAI API, Agents SDK, Apps SDK, Realtime API testing, embeddings, RAG, custom GPTs, connectors, plugins, MCP servers
- Enterprise delivery: customer-facing technical leadership, multi-team coordination, release readiness, blocker management, executive/stakeholder communication
- Engineering and integration: Python, TypeScript, JavaScript, REST APIs, SDKs, CI/CD, containers, GCP, Vercel, Supabase, Postgres, pgvector
- Security and readiness: enterprise auth, RBAC, service auth, tenant/customer data boundaries, secret management, secure AI skills guidance, prompt-injection awareness

Professional Experience

EPAM Systems - Senior Software Test Automation Engineer

United States | August 2021 - Present

- Recognized as an AI Champion across EPAM and Edward Jones, advising teams on practical AI adoption, repository-level Copilot instructions, prompt engineering, agent skills, secure AI usage, and workflow-specific AI patterns; delivered firm-wide agent-skills training to approximately 500 participants.
- Established GitHub Copilot and Copilot CLI best practices across 100+ repositories, including `.github/` conventions, `copilot-instructions.md`, reusable prompts, prompt chains, agents, skills, and context-engineered workflows for enterprise engineering teams.
- Built AI-assisted test automation workflows that turn user stories or test-case inputs into test plans, test cases, automated scripts, and AI-assisted PR review, helping teams work in parallel and increase sprint throughput.
- Rebuilt an urgent enterprise framework migration planning workflow using AI agents, skills, and spreadsheet analysis across hundreds of applications, replacing a 2,000+ line monolithic prompt with a structured agent/skill system that mapped application dependencies, grouped release trains, and produced a viable end-to-end testing schedule.
- Earned EPAM Vice President-level recognition for helping map a viable enterprise platform modernization schedule and untangling application dependencies that had blocked progress for 2.5 years.
- Led testing coordination for a major Edward Jones enterprise release impacting 10+ teams and multiple dependent applications, owning UAT/pre-production validation, Jira/Kanban blocker management, defect triage, dependency sequencing, test-data coordination, and performance/SRE readiness through production approval.
- Helped sustain a near-zero production-defect record for mission-critical Edward Jones portfolio diagnostic and guideline-processing applications over approximately four years, serving as the team's quality engineering expert across requirements clarification, environment validation, risk identification, and release readiness.
- Contributed as an EngX course author for EPAM's AI-Assisted Test Automation course, creating prompt-engineering best-practice content, prompt templates, and practical examples to help EPAMers improve daily engineering efficiency.
- Demonstrated portfolio-wide AI-enabled automated bug reporting to stakeholders, earning recognition for practical AI application in quality engineering.
- Recognized by client delivery leadership as a cross-functional bridge across development, quality engineering, and product knowledge, with a consistent focus on business context and improved ways of working.

SiriusXM - Senior QA Automation Engineer

Washington DC-Baltimore Area | June 2018 - August 2021

- Built and maintained automated test coverage for complex media and digital product workflows, supporting faster release feedback and stronger regression confidence.
- Partnered with QA, development, and product stakeholders to validate API, UI, and integration behavior across release cycles.

Selected Applied AI and Product Engineering Work

OS HQ AgentOS and Coach Clone Runtime

Built an AG-UI based AI coach runtime with tenant-scoped memory and learning over Supabase/Postgres, defining identity boundaries, runtime validation, and staging/prod Cloud Run deployment patterns for customer-facing AI workflows. Designed guardrails so agents do not invent operator names, offers, pricing, or policies when reliable source data is unavailable.

OS HQ Platform - AI Agent Experience

Implemented customer-facing AI agent surfaces in a Next.js/Supabase operations platform, including AG-UI proxy routes, chat lifecycle management, archived-thread behavior, schema ownership boundaries, and authenticated location-level access controls. Integrated agent workflows with admin/member dashboards, Supabase Auth, Drizzle-managed Postgres schemas, Slack, ClickUp, and GoHighLevel surfaces.

OS-AI RAG and Knowledge Processing

Built cloud-native RAG and knowledge-processing workflows using document ingestion, embeddings, pgvector/Postgres storage, Cloud Functions, Cloud Tasks, Cloud Run Jobs, and deployment runbooks. Mapped retrieval architecture across document chunks, embeddings, processing jobs, and semantic retrieval paths.

Codex, MCP, Slack, and OpenAI App Work

Built and documented agent workflow scaffolding across Codex, reusable skills, specialized subagents, MCP/tool connector concepts, Slack agent interfaces, custom Slack APIs, and an OpenAI Chat SDK app. Uses Codex daily to inspect large codebases, coordinate tool/plugin workflows, run verification, and convert implementation work into durable artifacts.

Education and Certifications

Western Governors University - Bachelor of Science, Software Development, 2021

Selected certifications: Google Associate Cloud Engineer, Google Cloud Digital Leader, Salesforce Certified AI Associate, ISTQB Certified Tester Foundation Level, EPAM EngX AI-Supported Quality Assurance Engineering, LangChain Python Essentials, LangGraph Python Essentials, Anthropic Claude API, Anthropic MCP, Anthropic subagents, Anthropic agent skills, Claude Code in Action.