

# MATT DOCHERTY

Applied AI Engineer

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## TECHNICAL SKILLS

### APPLIED AI

RAG (Retrieval-Augmented Generation), AI Agents, MCP (Model Context Protocol), LLM (large language model) Tooling, Vertex AI Vector Search, Gemini, Claude API

### CLOUD & DATA

Google Cloud Platform (GCP), BigQuery

### AUTOMATION

Workato, REST APIs, Okta, Slack, Jira, Google Workspace

### CERTIFICATIONS

Model Context Protocol Advanced Anthropic

Building with the Claude API Anthropic

Claude with Google Cloud's Vertex AI Anthropic

Python Programming General Assembly

User Experience Design General Assembly

Automation Pro III Workato

Enterprise Automation Certification Workato

Integration Developer Bootcamp Workato

## INDEPENDENT PROJECTS

### Personal AI Memory System

RAG system giving Claude persistent context across conversations. Obsidian knowledge base on Google Cloud Storage, served through a remote MCP server on Cloud Run, with scheduled maintenance agents on a Mac Mini and n8n.

### Workout & Body-Composition MCP

Self-hosted training platform: an MCP server on Cloud Run backed by Cloud SQL (Postgres), with a React/Tailwind progressive web app on the same service. Token-based auth, stateless, scales to zero. Logs every session and InBody scan, and surfaces analytics, goals, and recovery patterns.

## PROFILE

Applied AI Engineer who builds and owns production AI and automation systems that make companies operationally faster. At Credit Karma this work has generated \$500k+ in annual savings, removed 2,500 hours of manual effort per year, and driven a 46% year on year reduction in IT ticket volume. I specialise in applied AI (RAG, agents, and MCP) and enterprise automation architecture across GCP, Vertex AI, and tools such as Workato, Okta, and Slack. The approach is consistent: find the operational overhead people have accepted as normal, then build the system that removes it.

## EMPLOYMENT HISTORY

CREDIT KARMA — 7 YEARS

### Applied AI Engineer

May 2024 – Present

- Generated \$500k+ in annual cost savings and eliminated 2,500 hours of manual work per year through cross-departmental automation programmes built on Workato at enterprise scale.
- Automated the company's temporary system access process end to end: 6,238 requests handled, median resolution cut from 3.7 hours to 3 minutes (74× faster), recovering \$240k in annual overhead.
- Reduced IT ticket volume 46% year on year by designing and deploying a RAG-powered support bot on GCP (Vertex AI Vector Search, Gemini) that handled 45,000 tickets and brought median resolution time down from two days to under two hours, reclaiming 3+ FTEs of capacity.
- Built a live analytics dashboard and weekly AI-powered email digest that surfaced IT support trends from BigQuery to senior leadership, with adoption climbing from VP level up to the SVP of Engineering, none of whom needed to touch a tool.
- Engineered a data pipeline to extract and analyse company-wide calendar data with the BI team, surfacing thousands of hours of recurring meeting inefficiency to senior leadership.

### Senior IT Support Engineer II

December 2022 – May 2024

- Architected the company's first AI-driven enterprise search platform, enabling self-service knowledge access across all departments.
- Served as company-wide SME for Workato and led a zero-downtime migration to Okta Identity Engine across engineering, security, and IT.
- Designed and managed a Slack-based IT support chatbot handling 7,500+ requests monthly. This became the automation foundation that later evolved into the full RAG-powered support system.
- Built Workato automation across Okta, Slack, Jira, and Google Workspace to connect business-critical systems and eliminate manual handoffs.
- Owned multi-site IT infrastructure projects from design through implementation, and built core processes across user lifecycle, security, and automation.

### Senior IT Support Engineer

June 2021 – December 2022

### IT Support Engineer II

July 2019 – June 2021

EARLIER EXPERIENCE

REFINERY29

Lead IT Support & Infrastructure Engineer May 2017 – July 2019

DROPIT SHOPPING

### IT Manager

August 2016 – April 2017

APPLE

### Genius / Technical Specialist

October 2014 – August 2016