

Tihomir Tomašević

Staff Engineer — AI Platforms

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Software engineer with 17+ years building enterprise-scale systems, now focused on **production LLM and agentic platforms**. At SOCi I designed and lead development of the company's internal agentic platform — a deterministic workflow engine and an open-ended chat agent sharing one schema-defined tool layer — on a platform SOCi publicly reports as 300,000+ deployed agents. Earlier I scaled and led an engineering organisation of 25 at Ericsson and delivered national-scale systems for government and telecom. I contract independently through my own company, T2 Software.

EXPERIENCE

SOCi — San Diego, USA (remote from Croatia)

2022 – Present

Senior Software Engineer — AI Platform

- Designed and led development of SOCi's internal agentic platform, spanning both ends of the control-flow spectrum: a **deterministic workflow engine** for fixed multi-step business processes, and an **open-ended chat agent** that composes tools at runtime from user intent.
- Built the workflow engine as a fully asynchronous, resumable state machine — every step persists its state, so multi-minute runs survive process failure and retry from the last good step instead of restarting.
- A representative flow responds to a customer review end to end — sentiment analysis, spam detection, response generation against customer-configured rules, approval, publication — with the model selecting tool parameters at each step and several tools invoking models themselves.
- Specified every tool behind a strict JSON input/output schema, so a single tool catalogue serves both the workflow engine and an MCP interface: the chat agent answers interactively while workflows run for minutes, on the same primitives.
- **No platform-wide outage in over 12 months** of continuous operation.
- Own architecture and technical direction for the agentic layer, working day to day across a ten-engineer team spread over Europe, Lebanon, Turkey, Mexico and Brazil.
- Platform scale, as publicly reported by SOCi: 300,000+ deployed agents (May 2026), on track for 20M+ localized marketing tasks annually — up from 66,400 a year earlier.

PHP · Python · Node.js · LLM APIs · MCP · agentic orchestration · RabbitMQ · Redis · PostgreSQL · New Relic · AWS · GCP · Docker

IBM — Zagreb, Croatia

2021 – 2022

Software Consultant

- Team Lead for an international IBM team delivering for **Bell Canada**: integrated existing and new Java applications with Kafka and the ELK stack to provide business activity monitoring.
- Designed Logstash pipelines, Kibana dashboards, alerting and ML jobs; **two milestone deliveries to production**.

Java · Spring · Quarkus · Kafka · Logstash · ElasticSearch · Kibana · OpenShift · Jenkins

Engineering Manager, ICT Solutions for Industry & Society · 2019 – 2021

- Led a department of **25 IT professionals**; scaled the team from 15 to 25.
- Delivered **4 national projects on time and within budget**, with a **90 % employee satisfaction index**.
- Owned department technology strategy, architectural steering and commercial scoping for public tenders.

Solutions Architect · 2017 – 2019

- Architected business systems and led development teams; authored technical proposals for public tenders and enterprise clients.
- Delivered major upgrades of the JIS and OSS national systems.

Senior Software Engineer · 2013 – 2017

- Dev team lead across multiple projects on the JIS and OSS systems: requirements analysis, architecture, implementation and integration of business-critical Java applications.

Java · Spring · GWT · Angular · Oracle PL/SQL · PostgreSQL · WebLogic · Liferay · FileNet · Activiti BPM · GeoServer

Earlier

Neos, Zagreb — Software Engineer · 2012 – 2013 — Java systems for Privredna Banka Zagreb, Croatia's second-largest bank.

Infodom, Zagreb — Software Engineer · 2008 – 2012 — Java business applications delivered as a contractor to IBM and Ericsson.

SKILLS

AI & LLM	Agentic systems, LLM integration and orchestration, prompt and tool design, RAG
Languages	Python, PHP, Node.js, Java, C#, JavaScript/TypeScript
Data & Messaging	Kafka, ElasticSearch, Redis, RabbitMQ, GraphQL, PostgreSQL, MySQL, Oracle PL/SQL
Cloud & DevOps	AWS, GCP, Docker, OpenShift, Jenkins, CI/CD
Leadership	Engineering management (25+), architecture strategy, agile delivery, technical pre-sales

WRITING

Technical essays on building production LLM and agentic systems — t2software.ai/writing

- **Your RAG Problem Is a Search Problem** — retrieval architecture, and why most RAG failures are ranking failures (Aug 2026)
- **Before You Build an Agent, Try a Cron Job** — when agentic orchestration earns its complexity, and when it does not (Aug 2026)
- **Your Agent Loop Is a State Machine, Not a While Loop** — control-flow patterns for reliable agent execution (Jul 2026)
- **What Telecom Monitoring Taught Me About Debugging LLM Agents** — observability carried from carrier-grade systems into LLM pipelines (Jul 2026)

EDUCATION & CERTIFICATION

M.Sc. Telecommunications and Computer Science — University of Zagreb, Faculty of Electrical Engineering and Computing (FER), 2002 – 2008

Google Advanced Machine Learning (2025) · Google Core Machine Learning (2024) · AWS Cloud Practitioner (2022) · Certified Scrum Master (2016)

Languages Croatian (native), English (professional)