

# Avery Hellen

(678) 516-2725, [averyhellen1@gmail.com](mailto:averyhellen1@gmail.com), Smithfield, RI

## EMPLOYMENT HISTORY

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### Senior AI Implementation Consultant, QGenda LLC – Atlanta, GA

Mar 2025 – Present

- Driving company-wide AI product strategy and AI adoption by hosting consultative sessions with 15+ teams across QGenda's customer experience organization and prototyping agentic AI solutions.
- Leading expedited workforce management software implementations for high-value enterprise clients, achieving 30% reduction in time-to-value by combining project management and technical implementation responsibilities.
- Engineering and deploying retrieval-augmented generation (RAG) agents using n8n, Amazon Bedrock, and NotebookLM to create intelligent customer support systems that directly resolve 40% of user inquiries and provide relevant information retrieval for remaining cases.
- Developing automation scripts using JavaScript and Google Apps Script to process and migrate existing customer data during implementation, reducing the data preparation time by 4 hours per client.

### Implementation Consultant II, QGenda LLC – Atlanta, GA

Oct 2022 – Mar 2025

- Mentored junior team members through regular office hours while establishing technical standards across customer experience organization.
- Led internal AI discovery initiatives, experimenting with emerging technologies and reporting on value opportunities for future customer products and company-wide adoption.
- Managed enterprise-level implementations, serving as both a solutions architect and implementation consultant for large multi-department customer projects.
- Authored comprehensive technical guides for self-service adoption, showcasing effective communication skills that enable scalable customer onboarding.

### Implementation Consultant, QGenda LLC – Atlanta, GA

Aug 2021 – Oct 2022

- Served as primary technical resource for client implementations, consulting customers on best practices and data standardization efforts to ensure department-level value realization.

### IT Help Center Associate, Boston University – Boston, MA

Sep 2020 – May 2021

- Provided technical support for hardware and software issues to university students and faculty.
- Documented technical procedures, solutions, and best practices to streamline future support processes.

## EDUCATION

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### Boston University, Bachelor of Science in Mechanical Engineering – Boston, MA

Sep 2017 – May 2021

- **Lead Suspension Engineer, Boston University Racing Team:** Led a team of 6 students in suspension design optimization through finite element analysis and presented critical design reviews to engineering faculty and industry leadership.
- **Student Researcher with Beth Isreal Deaconess Medical Center:** Worked with a multidisciplinary team of 5 engineers to develop a testing apparatus for biomechanical tendon degradation, focusing on software interfacing and data processing.

## COURSES & CERTIFICATIONS

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May 2025	<b>Building Generative AI Applications Using Amazon Bedrock</b>	Amazon Web Services
May 2025	<b>Generative AI Leader</b>	Google Cloud Skills
Apr 2024	<b>Agile Project Management Professional Certificate</b>	Atlassian
Feb 2024	<b>Elite Consulting</b>	Total Inter Action Pty Ltd

## SKILLS

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**AI & Automation Development Skills:** Prompt Engineering, RAG Systems, REST API Integrations, Agentic Workflow Development, Process Optimization, Data Preparation and Chunking

**Programming & Data Processing:** Python, JavaScript, ReactJS, Node.js, Java, HTML, REST APIs, Automation Scripting, Google Apps Script, Google Cloud Console, AWS Management Console, Langchain

**Technical Strategy & Enablement:** AI Adoption & Training, AI Strategy, Technical Writing, Technical Consultation, Knowledgebase Development, Stakeholder Management, Solution Architecture, Agile Framework, Independent Learning

**Tools & Platforms:** Google Workspace, Amazon Bedrock, n8n, NotebookLM, UiPath, Figma, Salesforce