

EZEH IKENNA

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Professional Summary

Founder of an AI and systems consulting practice, with 10+ years of operations experience and two years building and deploying production AI/ML pipelines for clients across logistics, construction, and finance. Hands-on with LLM API integration, prompt engineering, RAG, and self-hosted and API-based model deployment, using evaluation and observability tools like LangSmith and Langfuse alongside AI-native development tools like Claude Code and Codex. Strong systems thinking, cross-functional collaboration, and clear technical communication, fluent in English. Seeking a role where I can own the processes end to end ~ map the workflows, write the SOPs and specs, build the evaluation frameworks, and turn operational chaos into clarity.

Professional Experience

Founder, Rithma Labs (Global AI & Systems Consulting)

Sept 2024 – Present

- Built an n8n pipeline for an enterprise logistics company, routing CRM and deal data to billing and project tools with a guardrail step for edge cases, cutting admin overhead 85%
- Deployed a self-hosted AI model for a global construction firm, evaluated against sandbox cases before going live, quadrupling invoice processing capacity during peak weeks
- Built a churn-reduction system for a Nigerian SaaS company using a prompt-engineered LLM to personalize outreach, winning back over ₦17 million in revenue within two months
- Delivered a technical integration blueprint for an energy-sector multinational, mapping data pipelines across enterprise systems (SAP ERP, SLB Lumi, Avocet) and field OT systems (AVEVA PI, SCADA) to lay the foundation for a later AI rollout

Operations Systems Partner - Standard Chartered Bank

Aug 2021 – Dec 2024

- Monitored the bank's in-app automation for real-time customer engagement and support, flagging issues and coordinating fixes with cross-functional teams
- Collaborated with compliance and engineering teams to roll out a digital KYC verification platform aligned with Central Bank of Nigeria requirements
- Partnered with the data science team to operationalize an AI-driven credit-scoring model, monitoring borrower default-risk outputs to support acceptance decisions and reduce credit losses
- Built and managed operational workflows and tracking systems for cross-functional project management, optimizing resource allocation across initiatives

Co-Founder & Chief Operating Officer (COO) | Ropa Brand

Feb 2014 – Mar 2021

- Founded and scaled an independent fashion retail brand from 4 to 35 team members, overseeing daily operations, hiring, and revenue growth
- Managed international vendor relationships across fabric sourcing, garment manufacturing, and custom packaging, supporting over 1,000 bespoke and 7,000 retail customer transactions
- Structured end-to-end inventory tracking and fulfillment workflows with domestic and international courier partners to maintain order accuracy and delivery timelines
- Implemented standardized operating procedures across customer service, order dispatch, and returns handling, cutting cycle times and operational friction as order volumes grew

Projects (Github)

- [Tool Access controller](#)
- [Invoice exception Handler](#)
- [Command Centre Roll up](#)
- [Large Language model Wikipedia \(Rag System\)](#)

Education & Certifications

- B.Sc. Business Administration, University of Lagos (2016)
- Introduction to Model Context Protocol (*Anthropic*)
- Introduction to Agent Skills (*Anthropic*)
- Deploy Multi-Agent Systems with Gemini Enterprise Agent Platform (*Google*)

Skillset

Technical Skills

- LLM API integration
- AI-native development
- Prompt & context engineering
- Agent evaluation & observability
- RAG & knowledge retrieval systems
- Process design & workflow automation

Soft Skills

- Systems thinking & execution
- Cross-functional collaboration
- Clear technical communication
- Fast iteration under ambiguity

Additional Information

- **Interests:** Web3 & on-chain protocols, deep research, travel.
- **Languages:** English (proficient, native)
- **Tech Stack:** Claude Code, Codex, Anthropic MCP, LangSmith, Langfuse, n8n, Zapier, GoHighLevel, Google Suite, Others*

** Adapts fast across operations and technical tooling, picking up new systems and platforms as quickly as the AI industry changes.*