

Ryan Hay

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Experience

AI Engineer, Relevance AI (Series B AI agent platform) – Sydney, AU Mar 2025 – Present

- Core engineer on Invent, Relevance's AI agent that builds, edits and debugs customer agents through MCP tools, in a two-person team. Shipped it from prototype through a ground-up rebuild to general availability (Aug 2026); it now serves **750+ users across 640+ organisations a month**, including 50+ enterprise accounts, who have built 1,900+ agents and 2,900+ tools with it.
- Built its multi-agent runtime so Invent can carry out long, multi-step builds on its own: parallel subagents with guardrails on destructive actions, memory and recall across conversations designed around prompt caching, scheduled check-ins with escalation, and access to customers' own MCP servers.
- Designed and built the permission and approval model that lets enterprises control what the agent can do on a user's behalf (per-tool risk classes, user- and conversation-scoped grants, org-level model policy), now governing 37,000+ agent actions.
- Built and own Invent's LLM evaluation suite. When a frontier model scored 91.7% on it yet failed in production, rebuilt it around behavioural rubrics validated against 218 hand-labelled runs, **cutting false passes from 53% to 11%**.
- Drive AI-native engineering across the team: set up the company's internal Claude Code plugin marketplace, encoded our review standards (drawn from 236 past PR comments) into automated review agents, shipped isolated per-worktree dev environments with automated browser QA to the monorepo, and built an agent-friendly CLI for the platform.
- Built the platform's analytics product, used by 1,100+ users across 1,000+ organisations each quarter, and an SQS-based notification system delivering agent alerts and escalations over Slack and email.
- Shape Invent's roadmap and strategy each quarter, turning customer research (239 call transcripts) into position papers and launch-readiness reviews; member of the production on-call rotation.

Software Engineer, Seventh Beam – Sydney, AU – Part-time Mar 2022 – Mar 2025

- Built the company's first proprietary product while in high school: a financial-transactions platform migrated from a legacy Kotlin back-end to Dart/Flutter on Google Cloud, handling 100+ transactions/s.
- Built C# API endpoints for Donut King's 'Occasions' ordering system, integrating Microsoft Azure, TASK Software and Uber for order tracking and delivery across 8+ locations.

Awards & Speaking

- Speaker, "Claude Code Isn't Just a Coding Tool", developer event hosted by Vercel (2026)
- 2nd | ElevenLabs x a16z AI Agents Hackathon (2025)
- 3rd | Startmate Fellowship Challenge S25 (2024)
- 1st & People's Choice | DevSoc Blueprint Hackathon, 110+ participants (2024)
- 1st | Relevance AI Tools Hackathon (2024)
- 1st with Groq | Eucalyptus x Build Club Hackathon (2024)
- ADF Future Innovators Award (2023)

Education

UNSW, Bachelor of Actuarial Studies / Computer Science Expected 2028

- WAM 77 (Distinction)

Rose Bay Secondary College – ATAR 99.15 2023

Technical Skills

Languages: TypeScript, Python, SQL, C#, Dart

AI: LLM agents, multi-agent systems, MCP, LLM evaluation, Claude Code, Anthropic API, AWS Bedrock

Technologies: Node.js, Vue/Nuxt, React, PostgreSQL, MongoDB, Redis, AWS (SQS, SNS, Lambda, DynamoDB, CloudWatch), PostHog, Google Cloud