

Arnold Torres, PMP

AI IMPLEMENTATION ENGINEER | AI PROJECT MANAGER | PMP®

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Lima, Peru (remote)

PROFESSIONAL SUMMARY

PMP-certified project manager and industrial engineer with 6+ years delivering technical and operational projects for Huawei, Claro, Entel and Telefonica - who now designs and ships AI systems hands-on. I build conversational agents on WhatsApp and Telegram, grounded assistants (RAG), voice and video pipelines and workflow automation, and deploy them myself on VPS and Vercel. I take a business problem, measure it, scope it and deliver it: from process mapping and business case to a working AI solution, with risk, change and stakeholder management built in. Bilingual Spanish/English, serving LATAM customers and U.S. teams.

WORK EXPERIENCE

ARNAI LAB (arnailab.com)

2026 - Present

Founder & AI Engineer | Lima, Peru

- Designed and shipped 8+ AI systems end to end: WhatsApp/Telegram agents, grounded assistants, voice agents, video-processing pipelines and analytics panels (see Projects).
- Built and demoed solutions for prospective clients in restaurants, healthcare and public sector, from discovery and business case to working prototype.
- Run AI discovery end to end: AS-IS / TO-BE mapping, business case in money and time, scope and milestones.
- Ran a sales-process audit for an eye clinic in Lima on its real sales conversations, anonymized and extrapolated to a 450-conversation dataset to protect patient privacy: stage-by-stage funnel, Pareto of loss causes and a money-quantified, prioritized roadmap.
- Apply safety-by-design in sensitive domains (health, public sector): deterministic red-flag triage before the LLM, answers restricted to approved sources, simulated data clearly labeled.
- Run my own infrastructure: Hostinger VPS with Easypanel, Postgres, n8n, Vercel and Cloudflare; Claude Code with MCP servers and custom skills as my daily agentic development workflow.

MSI Americas

2023 - 2025

Project Manager | Lima, Peru

- Led up to 7 simultaneous telecom and logistics projects for Huawei, Claro, Entel and Telefonica: project charters, kickoffs, WBS, risk registers and executive status reporting.
- Controlled scope, schedule and budget across multi-site telecom deployments; coordinated vendors and field crews under SLAs, sustaining **>99% on-time delivery**.
- Defended the company's contractual position in client disputes (POs, fee deductions, penalty threats) using contract clauses and documented evidence.
- Built ESSAR-V1, a Python automation engine that processed **2,000+ documents in under 4 days**, eliminating a manual reporting bottleneck.
- Delivered KPI dashboards and executive reports aligning field teams, vendors and C-level stakeholders.

Engineering & Construction

2022 - 2023

Project Manager (Freelance) | Peru

- Planned and controlled engineering and construction projects with PMBOK (risk analysis, budget tracking, compliance protocols); implemented Scrum/Kanban and KPI boards.

Tristar Transit

2019 - 2021

Freight Coordinator | Los Angeles, CA

- End-to-end freight coordination in high-volume U.S. logistics using TMS and CRM platforms, in English, with carriers and brokers.

PROJECTS

Website AI assistant "Ar" - arnailab.com

Provider-switchable LLM assistant (OpenAI in production, Claude supported) grounded in a curated corpus (full corpus in the system prompt, no vector DB), embedded as a chat widget on the Next.js site. Conversation history, per-session message limit, replies in the visitor's language, lead-capture tool call and a Basic-Auth leads dashboard.

Next.js, FastAPI, Postgres, Vercel

Restaurant ordering system

WhatsApp ordering agent (n8n + LLM with structured JSON output) feeding a real-time kitchen dashboard (5-stage order kanban), Telegram groups for kitchen and delivery dispatch, and an automated weekly business report. Anonymized public demo on YouTube.

n8n, FastAPI, Postgres, Telegram Bot API

FIS.IO - voice agent for lower-back pain

Built for and tested with a real user with chronic lower-back pain. Voice-in / text-out agent that runs a full clinical intake before giving guidance grounded exclusively in a clinical method corpus (McGill); medical red flags are detected by a regex layer before any LLM call, returning fixed, human-written messages.

Python, FastAPI, Whisper, provider-switchable LLM (OpenAI / Claude)

editor-io - video-to-reels pipeline

The tool I use to turn my own long videos into publish-ready short clips. One command: local GPU transcription (word timestamps), LLM highlight ranking, automatic 9:16 reframing driven by face detection (face / split / letterbox modes), burned-in karaoke subtitles, silence cutting, and upload to YouTube via the Data API.

Python, faster-whisper, Gemini, ffmpeg, OpenCV

Sales-process audit - eye clinic, Lima (anonymized case study)

Started from the clinic's real sales conversations across WhatsApp, Instagram and Facebook, anonymized and extrapolated them into a 450-conversation dataset to protect patient privacy, classified each conversation with an LLM against an analysis rubric I designed, and ran the full audit: 7-stage operations diagram, per-stage drop-off, Pareto analysis (5 causes ≈ 82% of lost sales), loss estimated per cause (PEN 395K-575K/yr on the modeled volume) and a remediation roadmap. Published on YouTube.

LLM classification, funnel analysis, Pareto, business case

Government-plan RAG (WhatsApp + web)

Prototype built for a prospective client (municipal election campaign): answers citizens' questions strictly from a curated government plan with evidence-strength metadata and guardrails, plus an indicators dashboard (simulated data, labeled).

FastAPI, Claude, RAG, WhatsApp

NutrinAI - nutrition coach on Telegram

In daily personal use since Aug 2026: natural-language meal logging with macro calculation in Postgres and coach-style replies grounded in distilled nutrition sources; deterministic red-flag triage runs before the LLM.

Python, Postgres, Hostinger VPS, Easypanel

EDUCATION

B.S. Industrial Engineering [Universidad Ricardo Palma](#) 2013 - 2019

CERTIFICATIONS

PMP® - Project Management Professional	PMI	2023, renewed 2026
Generative AI for Project Managers	PMI	
Deep Learning Specialization	DeepLearning.AI	
Disciplined Agile Essentials + 10 PMI micro-credentials	PMI	

SKILLS

AI & LLMs: Claude (Anthropic API, tool use), OpenAI, Gemini, prompt engineering, grounded assistants / RAG, structured outputs, guardrails & deterministic triage, Whisper / faster-whisper, agentic workflows, MCP, Claude Code

Automation & Messaging: n8n, WhatsApp Business API, Chatwoot, Telegram Bot API, webhooks

Engineering & Deployment: Python, FastAPI, SQLAlchemy, TypeScript, Next.js, React, Tailwind, Postgres, SQLite, Docker, Git, Hostinger VPS + Easypanel, Vercel, Cloudflare

Project & Program Management: PMBOK 8, Disciplined Agile, Scrum/Kanban, charters & kickoffs, WBS & scope control, risk registers, change control, budget & schedule control, vendor & SLA management, executive reporting

AI Transformation: use-case discovery, AS-IS / TO-BE mapping, Pareto & root-cause analysis, business-case quantification, AI risk & guardrails, adoption and handover

Tools: JIRA, MS Project, Notion, Power BI / KPI dashboards, Excel (advanced) **Languages:** Spanish (Native), English (Professional)