Gonzalo López Andrés

Forward Deployed Engineer · Voice AI

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gonzalo-lopez.dev · talk to my AI →

Voice-AI engineer who works where customers meet code. **4+ years on Google Cloud** across presales, engineering and DevRel. Today I design, build and pitch **voice agents on LiveKit** at Devoteam, after shipping **Asterisk-based voicebots** at Altostratus. I turn messy business processes into tested, production-ready conversational flows, integrate them with the customer's systems, and explain them to business owners in plain language.

EXPERIENCE

AI Presales Engineer · Voice AI — Devoteam — 2026 – Present

European tech consultancy · forward-deployed role: I sell and build the voicebot line.

- Drive voicebot projects end to end: discovery workshops, solution design, **live pilots I build myself**, proposal and handover. Customers are very happy with the results.
- Built a **LiveKit Agents** voice agent for a car-dealership group's after-sales line: SIP (Twilio) → Deepgram STT → LLM with **11 tools** → Cartesia TTS; **multi-tenant** by dialled number, so onboarding a new site is one line of config.
- Designed for real phone calls: plates parsed and spelled in code, internal IDs never exposed to the LLM, backend errors returned as recovery instructions, human transfer and message-taking fallbacks, idempotent bookings.
- Quality gates: **84 offline tests + 12 end-to-end LLM conversation evals** (e.g. never book without explicit consent, escalate serious issues).
- Typed contract + realistic mock of the dealer DMS (capacity, outages, race conditions) to tune conversations before the customer's API was available.

Software Developer & DevRel — Altostratus (Telefónica Tech) — Jul 2023 – 2026

Google Cloud Premier Partner, Spain.

- **Voicebot for a major hospital group**: book, move and cancel medical appointments by phone. Asterisk PBX, speech + LLM pipeline and custom APIs into the hospital's systems, deployed on Google Cloud.
- Delivered end-to-end **GenAI PoCs** for enterprise clients: requirements, build, deployment and executive readouts with production recommendations.
- **Historical newspaper archive**: Gemini-assisted OCR for degraded scans plus entity metadata; RAG assistant across PostgreSQL, AlloyDB and BigQuery; **benchmarked 18 configurations** to choose with data.
- Document ingestion pipelines with Cloud Storage, Cloud Functions, Document AI and vector search.
- DevRel: demos and technical sessions sharing the team's work.

Presales Solutions Consultant — Altostratus — Jul 2022 – Jul 2023

- Customer discovery, Google Cloud solution design, demos and proposals across industries.

Earlier — UK & Netherlands — 2015 – 2018

- Logistics specialist at Missguided (Manchester, UK) and machine operator at MOTIP DUPLI (Netherlands): English, ownership and operations from the inside.

Proof, not claims: my CV talks. Interview my real-time voice agent (Gemini Live on Cloud Run, knowledge as versioned skills instead of RAG) at gonzalo-lopez.dev.

SKILLS

Voice & telephony

LiveKit · SIP · Twilio · Asterisk · Gemini Live · Deepgram · Cartesia · VAD / turns

AI & LLMs

Tool use · Prompting · Guardrails · LLM evals · RAG · Gemini · Claude

Code & integrations

Python · TypeScript · FastAPI · pytest · REST · Webhooks · OAuth · SQL · C/C++

Cloud & ops

Cloud Run · GKE · Vertex AI · BigQuery · AlloyDB · Docker · Cloud Build

Business

Discovery · Solution design · Pilots · Exec demos

CERTIFICATIONS

Google Cloud Professional Cloud Architect

Google Cloud Professional Cloud Developer

EDUCATION

42 Madrid
Software engineering, C/C++ · 2019 – 2021

Ironhack
Data processing · 2023

Mathematics
University studies

LANGUAGES

Spanish — native

English — fluent (lived in the UK)