EUGENE OSADCHYI / SELECTED PROJECT

Customer AI agent

Product delivery at Unstoppable Domains

I led production AI engineering across customer and internal products, including a customer-facing AI widget and the shared tools behind it.

ADOPTION OUTCOME

Three-month target reached in month one

The customer widget reached its projected adoption target within one month of launch.

THE PRODUCT CHALLENGE

Connect a conversational interface to live domain and account workflows. The product had to support anonymous and signed-in users, present useful results, and control access to sensitive data and actions.

WHAT I DELIVERED

A usable customer experience

Shipped persona routing, page-aware mode selection, and voice input. Built shared React components that display structured tool results inside the conversation.

Controlled access to live systems

Led an 80+ tool MCP layer across the shared agent platform. Built internal and public MCP servers with permission scopes and personal-data redaction, plus two-factor authentication gates for destructive tools.

The engineering behind the interface

Connected the product to backend services, sessions, authentication, and usage billing. My work spanned TypeScript, React, Node.js, PostgreSQL, Redis, and Anthropic Claude SDK.

MY ROLE

Led delivery across the customer interface and agent platform, connecting product behavior with access controls and production engineering.

Eugene Osadchyi | Senior AI Product Engineer

LinkedIn profile / CV and experience