

Cyril Tovenena

AI Product Builder | Agentic Systems, Open Source, Distributed Systems

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Profile

Senior Principal Engineer and hands-on product builder turning AI bets into shipped products and open source platforms. Built Grafana Assistant and Assistant Investigations, helped ramp AI products into multimillion-dollar businesses, and now building Grafana Sigil for AI observability in production.

Selected Impact

- Built and scaled Grafana Assistant into a multimillion-dollar ARR AI product used by 20k users, supporting thousands of customers, and running across 20 clusters worldwide.
- Built Assistant Investigations, a multi-agent workflow that moves teams from symptom to root cause across logs, metrics, traces, and profiles.
- Built the operational backbone for AI products, spanning telemetry, evaluations, tool traces, cost analysis, versioning, and production guardrails.
- Lead by example as a hands-on IC leader, aligning product, platform, and infrastructure teams while staying close to architecture and delivery.

Experience

Senior Principal Engineer, Grafana Labs – Remote Jan 2019 – present

- Built Grafana Assistant and Assistant Investigations for real operators using telemetry-grounded agents, tool calling, retrieval, and incident workflows inside Grafana.
- Helped turn AI initiatives into product lines with strong adoption, clear business value, and multimillion-dollar ARR outcomes.
- Set technical direction for production AI systems spanning LLM agents, multi-agent workflows, evaluation loops, and the observability and guardrails needed to run them safely.
- Building Grafana Sigil, an open source AI observability stack for production agents with traces, evals, versioning, and cost and quality analytics.
- Led major open source platform work across Loki, Phlare, and Pyroscope while mentoring engineers and aligning product, platform, and infrastructure teams.

Technical Lead, Ubisoft – Montreal Jan 2014 – Jan 2019

- Led multiplayer and game backend infrastructure work for AAA titles, building scalable online services and networking systems in latency-sensitive production environments.
- Worked across infrastructure, reliability, and developer workflows in distributed systems with demanding availability and performance requirements.

Software Engineer, Societe Generale, Big Group, Dymension – Paris, London, and Lyon Jan 2009 – Jan 2014

- Built software across finance, marketing, and product environments, establishing strong fundamentals in backend engineering, systems design, and delivery across multiple domains.

Technical Areas

AI systems and agents: LLM agents, multi-agent workflows, tool use, RAG, embeddings, prompt and context engineering, evaluations, AI observability, tracing, versioning, and cost analysis

Platforms and languages: Go, TypeScript, React, Next.js, Kubernetes, Docker, OpenTelemetry, Kafka, distributed systems, observability platforms, and cloud infrastructure across GCP, AWS, and Azure

Education

International School of Information Sciences and Technology, Master II in Computer Science, Jan 2007 – Jan 2010
Software Engineering