



Johan Hegener

Founder and AI engineer

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CERTIFICATES AND SCHOOL
Microsoft Azure Fundamentals (AZ-900)
MBO ICT, ROC Flevoland

LANGUAGES
Dutch (native), English (fluent).

WORKS WITH
Python, TypeScript, Microsoft Graph,
Odoo, Twilio, ElevenLabs, n8n, Docker,
Linux, Azure.

Built by someone who has been on call.

Since 2022 I've kept IT running at a 147,000 m² distribution center. I build AI agents by the same rules: read first, log everything, ask before you change anything.

WHAT I BRING

Operator first. I run real infrastructure and I have been on call. I build agents by the same rules.

Agents with guardrails. Read-only by default, a human approves, every step logged.

Founder speed. In 2026: a voice AI SaaS, a helpdesk agent, a registered agency, and the workspace I run it from.

WORK

IT Specialist, JYSK, Lelystad, Sep 2022 to now
Webshop Back-office Employee, Horecavoordeelshop, Jun 2021 to Aug 2022
IT Operator / Service Desk, ALLINQ, Oct 2019 to Jan 2020
Server Administrator and Support, community game server, Feb 2012 to Oct 2014

EDUCATION

MBO ICT, ROC Flevoland, 2014 to 2016

FIVE CHAPTERS

2012	The server	I started by running a community game server with its own ticket system and web chat.
2019	The desk	Service desk and back office: SLAs, suppliers, and customers on chat, mail and phone.
2022	The building	At JYSK I helped take a 147,000 m ² distribution center from first equipment to fully operational. I'm the primary point of contact for on-site IT.
2026	The machines	Now I build AI that picks up: a voice agent that answers calls, and a helpdesk agent that reads the ticket first.
2026	The company	Loei is one person and a crew of agents, set up to do that work for other businesses.

HOW I BUILD

I build with AI agents the way a founder builds with a team: clear briefs, hard reviews, nothing ships unchecked. Most of what you see here was built that way, this site included.