

JESUS VASQUEZ

AI Automation Engineer — voice agents, LLM tool use, workflow integrations

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SUMMARY

Full-stack engineer who ships AI into live business workflows. Built and runs a real-time bilingual AI phone receptionist for a commercial real-estate brokerage (solo, in production), is building a multi-tenant voice-agent platform with an automated eval harness, and prototyped AI-vision features at a 600K-policy insurer. Four years of enterprise delivery (typed code, tests, CI, consent, security) supply the discipline AI projects usually lack.

EXPERIENCE

27 Colab LLC — Founder, AI & Full-Stack Engineer

2013 – present

South Florida · independent studio serving small and mid-size businesses

- Built, solo, a real-time bilingual AI phone receptionist for a Miami commercial real-estate brokerage, live in production since April 2026: Twilio Media Streams → Deepgram → Claude (tool use) → ElevenLabs.
- Designed for ~1–1.5 s to first words: speculative Claude calls on early end-of-turn (cancelled if the caller resumes), token-streamed TTS, μ -law end to end, prompt caching and a pre-baked greeting.
- Solved barge-in: playback confirmed by Twilio marks, unspoken text computed from TTS alignment, and conversation history rewritten to what the caller actually heard.
- Gave the agent tools to search 293 live property listings with South Florida geography (neighborhoods, highway nicknames), log every call as a Salesforce lead, and text or email flyers.
- Made compliance deterministic in tool code, not prompts: SMS refuses without a public URL, honors opt-outs and runs A2P consent; fixed phantom text sends.
- Built a Salesforce lead-security model on Professional Edition with Flows (group-based edit rights, approval workflow, export lockdown) and automated daily CRM backups to Cloudflare R2.
- Operated client data work through an AI assistant: bulk Salesforce, WordPress and Campaign Monitor changes and syncs via ~140 ops scripts, with an eight-part handover runbook.
- Building a multi-tenant AI receptionist platform (in development, with Claude Code): calls, Instagram DMs and SMS on one runtime, with tenants as validated data and AES-256-GCM-encrypted credentials.
- Reduced voice-latency risk by compiling and caching each tenant's runtime before the call starts, with a byte-stable prompt and an explicit prompt-cache boundary.
- Built an AI intake assistant for a studio website (in development) that scopes projects, estimates price ranges and books calls, with every prompt change gated by a 31-case eval harness.
- Built a studio website with Claude Code in nine days (in development): Next.js 16, Postgres/Drizzle, Statsig server-side experiments, bilingual EN/ES, 49 test files, Lighthouse and accessibility budgets in CI.
- Run my own business operations on a Claude Code agent with Gmail, Calendar and Trello MCP integrations and a searchable SQLite mail archive.

Spot Pet Insurance — Front-End Engineer

Jul 2022 – Aug 2026

Pet insurance, US & Canada · quote funnel, marketing site, React Native member app · remote

- Prototyped an AI-vision feature (experimental, 2024) that pre-fills quote-form fields from a pet photo, using Claude for image understanding.
- Built backend event consumers for form submissions, surveys and document downloads, feeding Intercom and SendGrid, with shared event types across the API and pipeline.
- Delivered a feature-flagged six-step claim submission flow in React Native as stacked PRs: state-machine store, routing, tile picker, camera and file upload with OCR, story, records and direct-deposit steps.
- Shipped 20+ Statsig A/B tests in the quote funnel (annual limits, social-proof banner, terms discoverability, AI insights) and retired variants and control tests after readout.
- Authored and maintained Playwright end-to-end suites for the funnel and marketing site (sitemap, navigation, schema, coverage flows) and triaged CI shard failures.
- Lead contributor, #1 of 14 engineers on Spot Pet Insurance's US/Canada quote-and-purchase funnel (949 commits) and #1 of 12 on the marketing site (664), each roughly 2.5× the next engineer.

Sole Developer — senior-living wellness platform (contract via 27 Colab)

2019 – present

Healthy-aging platform for senior-living communities · seven-year client relationship, ongoing

- Built a personalised content recommendation engine driven by the assessment: each answer maps to a beginner, intermediate or advanced level, filtering articles, videos and podcasts through custom taxonomies, with per-member settings.
- Built a scored wellness assessment: 45 statements across five wellbeing components, three score bands, one question per page with dark-mode and large-font options, implementing the client's scoring spec.
- Rebuilt slow report generation as a plugin with a nightly WP-Cron benchmark cache, so feedback reports never scan every entry at render time.

SKILLS

- Claude API (tool use, streaming, prompt caching), prompt and eval design, Claude Code workflows and MCP integrations
- Voice: Twilio Media Streams, Deepgram, ElevenLabs streaming TTS, barge-in and latency engineering
- Node.js, TypeScript, Fastify, Python, Zod, REST/webhooks, Salesforce, Campaign Monitor, Resend
- Postgres, Drizzle, Next.js, React, Playwright, Vitest, GitHub Actions, Railway, Cloudflare R2

EDUCATION & CREDENTIALS

McFatter Technical College, Davie, FL — Business Computer Programming (2012) · Multimedia Design Technology (2011). Adobe Certified Associate: Photoshop, Premiere Pro (2011). Industry advisory committee member, county technical colleges' web programmes (2016–2019). Self-study: AWS, LLM and agent engineering.