

# ZACHARY WOODS

Forward Deployed Engineer · Applied AI Engineer

New York City Metro Area

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## SUMMARY

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System Engineer who takes ambiguous operational problems from discovery to production inside customer environments. Runs an AI operations system across calls, tickets, alerts and documentation for an MSP serving 350+ client companies. Cut a vendor AI service desk to under half its budget, then replaced it with an in-house system. Python and LLM agent systems; TypeScript, AWS and enterprise identity.

## SKILLS

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- **AI & agents:** Agent design and orchestration, MCP, tool use / function calling, human-in-the-loop workflows, RAG, evals, Claude and OpenAI APIs
- **Build:** Python, TypeScript, Rust, Go, SQL, FastAPI, Node.js, PostgreSQL, NATS, AWS, Azure, Docker, Linux
- **Customer environments:** ConnectWise PSA, IT Glue, Microsoft 365, Entra ID, Intune, Active Directory, OAuth, SSO, Conditional Access, REST APIs, VoIP, VLAN / VPN

## EXPERIENCE

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### ImageNet (Managed Service Provider)

Palm City, FL

System Engineer

Jan 2026 - Present

*AI operations for an MSP serving 350+ client companies: dispatch, triage, technician research and documentation built as one system.*

- Replaced the company's vendor AI service desk with ZaqBot, an in-house system I built on the ConnectWise API: it dispatches new tickets, triages type, subtype, item and priority, and writes a suggested resolution on each assignment, and those vendor workflows are switched off.
- Before replacing it, took the vendor pipeline from 102% of its monthly cost budget to under 50%: 70% lower cost per execution on the rebuilt dispatch path, 56% lower overall. Shipped three further workflows on the freed capacity: SOP authoring, specialist routing and device alerting.
- Own the system end to end at about 9,000 automated actions a month. Every write is logged before it is sent, rate-capped, and checked by an independent tripwire that shares no code with the sender; automation never posts billable time.
- Built ZaqBot chat, a research assistant technicians use in Slack or a web app: eight read-only tools behind an MCP server search ticket history, IT Glue documentation, a year of Slack and remote-session records, so answers start from how the problem was solved before.
- Wrote a VoIP line-key loader when a client cutover needed every user's keys entered by hand in the provider portal and no technicians could be spared: it read 77 setup-sheet PDFs and loaded 572 keys in about 12 minutes with zero mismatches, saving roughly 23 hours of technician time at 20+ minutes per sheet by hand. Reusable for every future client coming off the same legacy system.
- Wrote the call-capture client in Rust and Tauri with a Chrome extension front end (about 12,900 lines, 128 Rust tests, in pilot): client audio stays on-device, and spoken asset and contact names follow a never-guess policy.
- Administer Microsoft 365, Entra ID and Intune for enterprise clients: 500+ identities in hybrid Active Directory.

### Treasure Coast IT Solutions (Managed Service Provider)

Port St. Lucie, FL

System Engineer

Feb 2024 - Jan 2026

- Ran complete IT infrastructure for 30+ Boys & Girls Club sites and delivered VLAN/VPN buildouts into managed client sites, working directly with each client through scoping, rollout and handover.
- Led technical training for 3 new hires and ran a 3-month university internship through a hands-on automation project.

## OPEN SOURCE

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### ONNX — Merged Resize Performance Contribution

- Replaced recursive per-pixel interpolation with separable, vectorized NumPy operations. Merged upstream in PR #7920; reported comparisons across 294 configurations with maximum difference below 1e-10.

## EDUCATION

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### Florida Atlantic University

Boca Raton, FL

Bachelor of Arts in Computer Science

2021 – 2025