

Jeremy Badder

AI operations. I architect and direct AI agents to build and run business systems, and I check their work against reality. Spring Branch, Texas · open to remote · jeremybadder@gmail.com

jeremybadder.com · case studies, videos and a live work log

SUMMARY

Twenty years in IT. I started in desktop support, looking after 200–300 users, many of them nurses. They trusted me enough that when a group of them moved to XL Health, they referred me, and I was hired there on their word. The last twelve years were production support for a healthcare contact-center platform, where being confidently wrong is expensive. Now I work AI-first: I direct Claude Code agents to build automations, internal tools and products, with human approval before anything important happens. I'm not a traditional developer. I decide what gets built, verify it, and own the result.

EXPERIENCE

Accounting Agency · AI automation contractor

Aug 2026 – now

- Built Alfred, an assistant that drafts replies to the firm's client email for staff to approve and turns their corrections into rules.
- Connected it to QuickBooks: emailed bills become a one-click entry after a single-use approval.
- Run the firm's n8n workflows on a server I manage; changes are tested on staging against past emails before release.

Weekly Lesson Planner · founder

Jul 2026 – now

- Built and run a subscription app for homeschool families: 16 paying families as of Oct 7, 2026.
- AI drafts support replies; I approve each one. Moved the back end to a new server with no duplicate customer emails.

UnitedHealth Group · Senior Telecommunication Analyst

2014 – now

Production support and platform engineering for an enterprise contact-center platform (Amazon Connect, Genesys, NICE CXone) in a HIPAA-regulated environment.

- Designed an AI workflow that pulls up runbooks and past incidents automatically, with human approval before any change, read-only access by default, and a mode that keeps patient data out of the AI's view.
- Wrote the team's standard for AI-assisted analysis: evidence kept separate from interpretation, every claim published with the query that produced it.
- Caught a 2x over-count in failure reporting, silent data truncation, and false alarms (a disk "91% full" that was actually 7%).
- Traced a production outage (1,111 errors in 15 minutes) to a specific change by correlating logs across four servers.

XL Health · Systems Engineer

2012 – 2014

Hired on the referral of nurses I had supported at Health Dialog, who had moved here first. XL Health was later acquired by UnitedHealth Group.

Health Dialog · Desktop Support, Tier II

2006 – 2012

Desktop and application support for a healthcare services company, many of whose users were nurses.

TOOLS I WORK WITH

Directing AI	Claude Code, Claude Agent SDK, MCP, context and prompt design, human-approval gates
Automation	n8n, Node.js, PowerShell, REST APIs, QuickBooks API, Stripe
Platforms	Cloudflare Workers and D1, Linux servers (systemd, cron), Tailscale, Astro
Operations	Splunk, AWS, Amazon Connect, Genesys, NICE CXone, ServiceNow, change management, runbooks (AI-assisted)