PAUL WARNER III

AI SOLUTIONS ENGINEER

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PROFESSIONAL PROFILE

AI solutions builder with independent projects spanning MCP-based agent collaboration, workflow automation, and database-backed applications. Combines Python and TypeScript with client needs assessment, onboarding, and Agile project delivery. Brings experience managing 80+ B2B accounts and 10+ concurrent projects, with a focus on translating business problems into practical workflows and clear user guidance.

TECHNICAL AND SOLUTION DELIVERY SKILLS

Engineering: Python, TypeScript, React, Next.js, PostgreSQL, SQLite, Supabase, WebSockets

AI and integrations: Model Context Protocol (MCP), Claude Code Channels, Codex app-server, API and webhook integration, human approval controls

Delivery and validation: Playwright, data validation, test evidence, workflow design, client onboarding, stakeholder communication, Agile, Scrum, sprint planning

SELECTED AI AND ENGINEERING PROJECTS

Tandem | MCP Agent Collaboration Hub

Local implementation; scripted workflows tested; not hosted

- Developed a local MCP collaboration hub connecting Claude Code, Codex, and a human reviewer for shared planning, cross-review, and delivery acceptance.
- Verified MCP handshake, 19 tools, channel notifications, and protocol conformance; passed 80 unit tests and completed scripted workflows in both lead modes.

KeyTurn | Service Operations Application

Prelaunch; controlled launch stage

- Built a prelaunch operations application spanning a public service website, internal CRM, crew portal, and Supabase-backed access controls.
- Designed service intake and automation workflows with human approval before consequential actions.

Government Contract Intelligence Platform

Functional prototype; in development; not deployed to production

- Developed a multi-tenant prototype that normalizes federal contracting opportunities, connects award context, and applies explainable qualification rules.
- Preserved public source records to make opportunity assessments traceable and support human review of pursuit decisions.

Agency Operations OS | Client and Project Workflows

Local prototype; not deployed

- Built a local operations prototype covering lead intake, owner qualification, client and project records, approvals, change requests, and support.
- Implemented organization-scoped client portal access and record visibility controls to separate client information.

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AI Solutions Engineer | Client Solutions and Project Delivery

PROFESSIONAL EXPERIENCE

Health Insurance Advisor | June 2025 - Present

Future First Advisors

- Assess individual coverage needs and recommend Medicare Advantage with Prescription Drug (MAPD), Medigap, and enrollment options through consultative conversations.
- Translate complex plan details and coverage tradeoffs into clear recommendations, helping clients evaluate options and make informed decisions.

Senior Customer Success Manager | January 2024 - March 2025

Chief Facility Defense

- Led customer success for 50+ enterprise accounts associated with $1.5M in annual recurring revenue, aligning onboarding and account support with client needs.
- Redesigned the onboarding process to reduce time-to-value by 25% and accelerate product adoption.
- Used account health monitoring and targeted intervention to improve retention from 75% to 95% and reduce churn by 15%; reported 95% customer satisfaction.

Project Manager | November 2022 - December 2023

The Spot Genesis

- Directed delivery of 10+ concurrent projects valued at $500K+, coordinating priorities and execution to achieve 100% on-time completion.
- Applied Agile methods and sprint planning to organize work, manage delivery priorities, and improve delivery efficiency by 15%.
- Identified process bottlenecks and streamlined team workflows, increasing productivity by 20%.

Client Relationship Manager | August 2020 - November 2022

Moneypenny

- Managed 80+ B2B accounts, translating client business needs into service recommendations, onboarding guidance, and ongoing account support.
- Delivered onboarding and client training that increased onboarding satisfaction to 92% and supported an 18% improvement in retention.
- Identified expansion opportunities and aligned additional services with client needs, generating $300K in expansion revenue.

CERTIFICATIONS AND EDUCATION

Certified Scrum Master (CSM) | Scrum Alliance

Health Insurance License | State Certified

Associate of Applied Science | Lincoln Technical Institute