ROBERT RAHM

AGENTIC AI SYSTEMS ARCHITECT • BACKEND AUTOMATION • TECHNOLOGY LEADERSHIP

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EXECUTIVE PROFILE

Hands-on technology leader and AI solutions architect building API-backed software, tool-connected AI workflows, and operational automation. Founder of Profuctions and technology leader at TFL Door, with ownership of FastAPI/Next.js applications, Linux/VPS infrastructure, NGINX, integrations, and manufacturing systems. At AT&T, automated management responsibilities to create time for Power BI, Snowflake and Excel analytics; consolidated representative performance scores across Wireless and Broadband for raise decisions and executive reporting, while continuing Smart Chat leadership. Focused on verifiable tools, human review, and operational reliability.

RELEVANT TECHNICAL STRENGTHS

AI agents & orchestration: LLM-powered workflows; agent reasoning loops; tool binding; Model Context Protocol (MCP) integrations; prompt and context design; human-in-the-loop review; agent verification patterns

Backend, APIs & systems: Python / FastAPI; Next.js; service and REST API integration; webhooks; Linux / VPS; NGINX; website operations; authentication-aware integrations; deployment troubleshooting

Data, automation & leadership: Power BI; Snowflake; complex Excel data models; Wireless & Broadband performance-score aggregation; compensation-related analytics; automated reporting and PowerPoint decks for weekly CEO meetings; business process automation; operational monitoring; leadership and mentoring

PROFESSIONAL EXPERIENCE

Profuctions | Founder & AI Solutions Architect

Active business | Alabama / remote

- Develop AI-enabled software and automation capabilities that connect model reasoning to external services, operational workflows, scheduled execution, and verifiable tool actions.
- Design multi-step agent workflows with MCP/API tool integration, structured context, prompts, human checkpoints, and verification before consequential actions.
- Build and adapt service connectors and backend interfaces for business applications, data stores, monitoring, and administrative systems; address integration reliability, permissions, and observable failures.
- Architect full-stack solutions spanning AI agents, APIs, applications, databases, infrastructure, and operational reporting; distinguish deployed capabilities from prototype or design-stage features.

TFL Door | Director of Technology & Automation Engineer

Birmingham area, Alabama | Current

- Own technology and automation spanning estimating, order intake, material calculations, production data, internal tools, and customer-facing workflows in a cabinet-door manufacturing operation.
- Develop and maintain web applications and backend/API integrations using Next.js, FastAPI, NGINX, and VPS-hosted services; diagnose issues across software, networking, and production interfaces.
- Translate construction rules, part dimensions, material requirements, grain orientation, freight, and pricing logic into repeatable calculations and reviewable workflows.
- Bridge software, sales, operations, and CNC production; integrate manufacturing data with Cabinet Vision, shop-floor processes, and customer communications while reducing opportunities for manual re-entry.

AT&T | Smart Chat Manager / System Ambassador / Technical Support

Wheeling, WV | Career progression beginning November 2020

- Promoted through technical support, systems escalation, subject-matter-expert, and Smart Chat management; led approximately 5-6 teammates supporting frontline representatives and high-priority escalations.
- Automated recurring Smart Chat management and operational tasks, creating substantial capacity for enterprise analytics without stepping away from leadership, coaching, and live technical escalations.
- Compiled and aggregated performance scores for representatives across AT&T Wireless and Broadband; used Snowflake datasets, complex Excel data models and Power BI to support compensation and raise decisions.
- Automated weekly executive performance reports and PowerPoint presentations for CEO meetings, turning companywide representative score data into consistent, actionable reporting.
- Resolved voice, SMS, provisioning, billing, and network issues across systems; coordinated fixes, training aids, and AutoAssist / Experience Advisor improvements; ranked among the Top 5 in CSD and chat performance.
- Received a cash bonus from AT&T CEO John Stankey; manager described it as "the largest cash bonus" in prior history.

SELECTED ENGINEERING INITIATIVES

Tool-connected agent architecture: Profuctions: create and adapt MCP/API endpoints and tool integrations for AI-driven workflows. Structure agent actions around source-backed context, limited tool permissions, explicit failure handling, verification, and human review where business impact is material.

Manufacturing decision systems: TFL Door: implement and improve estimating, material planning, and order workflows in which door geometry, product configuration, pricing, and exception policies are governed by deterministic business rules rather than model-generated guesses.

Human-escalation AI architecture: Profuctions: design-stage AI receptionist work explores inbound call and SMS routing, human-to-AI / AI-to-human transfers, CRM integration, and documented functional validation before representing features as deployed.

Operational reliability reviews: Profuctions: established a read-only website monitoring workflow covering public reachability, HTTPS, redirects, certificate risk, severity, and the distinction between verified failures and incomplete monitoring evidence.

EARLIER TECHNICAL AND PEOPLE LEADERSHIP

Independent Bitcoin Brokerage / Web Technology (2017-2018). Built and maintained websites, networked computer systems and mining rigs, and managed digital-platform operations.

Executive Chef / Executive Sous Chef, multiple restaurants (2004-2016). Directed teams of up to 30; controlled food/labor costs, coached staff, and managed high-pressure, multi-location service operations.

Portfolio: profuctions.com | Based in the Birmingham metro area