

# Michael Pierre

AI Technical Operator | Technical Workflow Design | Implementation

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## PROFILE

AI technical operator and Computer Information Systems graduate who turns ambiguous workflows into tested, agent-enabled systems. Owns problem framing, requirements, acceptance criteria, agent direction, and hands-on QA, and translates between the people who need a system and the tools that build it. Background across program operations, enterprise IT support, and client-facing delivery.

## ROLE ALIGNMENT

AI workflow design | Requirements and acceptance criteria | Agent orchestration | Evals and QA | Tech translation

## EXPERIENCE

**Growth & Operations Lead** | *BRC Run Club* New York, NY | Mar 2026 - Present

- Diagnosed an event-conversion problem for a 100K+ audience run club and translated it into a working operating stack: Notion workspace, content system, social media SOP, and RSVP automation.
- Designed a ManyChat RSVP automation that captured 400+ event signups at a 25% conversion rate.

**Project Management & Analytics Intern** | *CUNY Reading Corps* New York, NY | Oct 2024 - Jun 2026

- Owned end-to-end operations for a 30+ student tutoring site, coordinating 10+ tutors across scheduling, staffing, and real-time coverage changes.
- Maintained structured reporting across 600+ tutoring sessions and surfaced performance trends for leadership.

**IT Support Specialist Intern** | *Willkie Farr & Gallagher LLP* New York, NY | Jul 2023 - Aug 2023

- Resolved 100+ tickets across Windows, macOS, and Linux with 90%+ first-contact resolution for technical and non-technical users.
- Supported Teams, Zoom, and Slack for 50+ legal professionals and contributed workflow fixes that reduced ticket resubmission across two enterprise systems.

## LEADERSHIP

**Board of Directors, Student Representative** | *Baruch USG* New York, NY | Oct 2024 - Jul 2025

- Governance and oversight of \$6M+ in student activity fund allocations, including budget review and compliance.

## PROJECTS

**Branches - Product and Systems Lead:** Conceived and scoped an open-source macOS app that shows every running Claude Code and Codex session and flags the ones waiting on a human. Set a watch-only product boundary, wrote the spec, and directed Claude Code to a first working build in about 32 minutes; shipped v0.1.0 two days after the idea. *Swift, SwiftUI, AppKit; 44 tests, no third-party packages.*

**Said It First - Product and Workflow Designer:** Designed an open-source pipeline that pulls user-authored ideas out of a 4,164-conversation ChatGPT archive, cutting about 6.5M tokens to 1M by tagging pastes, tapped suggestions, and assistant echoes. Required a code-level quote check that caught errors the agent reported as clean, including two assistant lines in already-approved notes. *Python, Claude Code, human review gates.*

**AgenticTrainer - Product and Systems Lead:** Conceived an agent-native training skill layer and directed eight provider-agnostic tools backed by five deterministic progression and fatigue rules. Validated with a 44-test suite, an end-to-end smoke test, and a four-week mock progression loop. *Python, SQLite, tool-calling schemas.*

**Green Beetz Fundraising Data System:** Scrum Master for a five-person capstone team across three Agile sprints; centralized nonprofit fundraising data in Monday.com dashboards, an estimated \$15K-\$25K of work delivered at no cost. *Monday.com, Agile/Scrum.*

## SKILLS & TOOLS

**AI Systems:** agent orchestration, requirements design, instruction design, tool-use workflows, evaluation, human-in-the-loop QA, provenance controls, OpenAI and Anthropic APIs

**Technical:** Python, JavaScript/TypeScript familiarity, REST APIs, Git/GitHub, FastAPI, Playwright, SQL/SQLite, Jupyter

**Operations:** program operations, project coordination, reporting, process design, stakeholder coordination, Agile/Scrum

**Platforms:** Notion, Monday.com, ManyChat, Microsoft 365, Google Workspace, Slack, Zoom

## EDUCATION

**BBA, Computer Information Systems** | *Baruch College, Zicklin School of Business* New York, NY | May 2026

Minor: Communications | Coursework: Project Management, IT Audit, Programming for Analytics, OOP, Computer

Networking