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AI transformation fails at the *human* layer.

I've spent over a decade on both sides of that line. I design, build, and operate agentic AI systems, and I know how to get humans to actually adopt them, because behavior change is the other half of my career.

SHIPPED SYSTEMS

- **MIO Connect** – behavioral intelligence platform for couples, built end to end and live in the App Store.
- **Agent OS** – fleet of autonomous AI agents running 24/7 for my own businesses.
- **Production support agent** – AI support and coaching agent inside a client's education platform, operated like an SRE.
- **Appraisal automation agents** – two-agent system that cut a real estate appraisal firm's review time roughly in half.
- **Performance audit platform** – AI transformation of a high performance audit instrument into a scalable platform design.
- **AI media pipeline** – complete AI spokesperson system: cloned voice, approved avatar, lip-synced video.

CAPABILITIES

- **AI strategy + roadmaps** – use-case discovery and a sequenced roadmap tied to business outcomes.
- **Agentic systems + RAG** – production agent design, retrieval pipelines, and the guardrails that keep them honest.
- **Workflow + automation design** – mapping real processes into automations people keep using.
- **AI fluency training + workshops** – executive and team sessions that move people from anxious to fluent.
- **Adoption + change programs** – behavior-change design for rollouts: champions, habit loops, real-usage metrics.
- **Governance + security** – enterprise security instincts applied to AI: data boundaries, access, risk, compliance.