RODOLFO "RUDY" ZOLEZZI

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AI Automation Lead | Production AI in Regulated, Privacy-Bound Operations

SUMMARY

Operator who builds production AI. Designs, codes and deploys AI systems end to end, from air-gapped and frontier large language models (LLMs) to multi-agent systems and document automation, inside a medical-legal practice that runs on protected health information (PHI). Results: 2x exam volume and revenue with zero added headcount, ~$210K a year in salary costs avoided, and $30K+ a year in software costs cut. 7+ years of enterprise systems, data and product work at Texas Instruments, Southwest Airlines and American Tire Distributors. Bilingual (English, Spanish).

SELECTED AI SYSTEMS

- **Air-gapped clinical data pipeline.** Consolidated 10,000+ physician reports (2012 to present) from SharePoint and two Box accounts into a 100% air-gapped Linux environment, where open-weight LLMs classify each report, extract structured fields into a queryable database and strip identifiers. Result: a de-identified research dataset of ~3,800 evaluations (~2,800 individuals) that supplied the data for the principal physician's two talks at a state psychiatric society meeting.
- **Two-tier privacy architecture.** All claimant data stays in the air-gapped tier, where a second local model independently checks every de-identification. Other patient tools and development run locally with no cloud model access or cloud visibility. Only de-identified output reaches frontier models (Claude). Result: frontier-model analysis on clinical records with no PHI leaving local control.
- **Multi-agent "Chief of Staff" system (live).** An orchestrator agent assigns, verifies and reports on work across six specialist agents, including market research, content, compliance, regulatory watch and vendor spend.
- **Forms automation app.** Offline, single-file browser app that reads finished physician reports and fills state workers' compensation forms and the CMS-1500 medical billing form (JavaScript, pdf-lib, JSZip). Result: passed 90 of 90 synthetic test cases plus regression suites, with zero regressions across versioned releases.
- **Denial appeal letter builder.** Extracts case data from Word reports, reconciles explanation of benefits (EOB) lines against billed services, reads scanned documents with optical character recognition (OCR, Tesseract) and applies regulation-cited rationale to each denied procedure code. Result: each reconsideration letter drafted in ~10 minutes instead of ~45.

SKILLS

AI and LLMs: Claude (including Claude Code), ChatGPT, Gemini, Grok, open-weight local LLMs (LM Studio), Model Context Protocol (MCP), multi-agent orchestration, prompt engineering, structured data extraction, de-identification, evaluation harnesses

Automation and Integration: Python, Node.js, JavaScript (pdf-lib, JSZip, Tesseract OCR), REST APIs, Microsoft Graph API, OAuth/MSAL, launchd/cron scheduling

Platforms: Linux, macOS server operations, Microsoft 365 administration, SharePoint, OneDrive, Box, Tailscale, SSH

Data: SQL, PL/SQL, Oracle, relational data modeling, extract, transform, load (ETL), Tableau, Spotfire

Privacy and Compliance: HIPAA, PHI handling, air-gapped and local-only AI, business associate agreements (BAAs), data residency (Texas Senate Bill 1188)

Enterprise and Delivery: SAP ERP, electronic data interchange (EDI), Agile/Scrum, Jira, Confluence, user acceptance testing (UAT), release management

EXPERIENCE

Director of Operations Nov 2024 - Present

Global Examination Services | Dallas, TX (hybrid)

Medical-legal evaluation practice performing workers' compensation and insurance exams for claimants across the US. Leads a team of four; owns operations, vendors, systems and reporting; personally designs, builds and runs every AI and automation system in the practice.

- Doubled monthly evaluation volume (~15-20 to ~35-40 exams) and doubled practice revenue year over year with zero added headcount, by putting AI and automation under intake, physician reporting, forms and billing.
- Avoided ~$210K a year in salary costs as automation absorbed a departed coordinator role and removed the need for a planned admin hire, and cut $30K+ a year in software by replacing paid tools with internal AI-built ones.

- Rebuilt claimant intake as a capture-once digital flow that generates every downstream case form, cutting intake from ~1 hour to under 15 minutes per claimant (~300+ staff hours a year) and virtually eliminating data-entry errors.
- Built AI-assisted impairment-rating calculators and automated report finalization, cutting physician report prep from 1-2 hours to ~30 minutes (~20+ physician hours a month).
- Set the delivery method behind every tool: Claude drafts architecture and specs, Claude Code implements, and test harnesses must pass before release. Shipped a daily report-status service (Python, Microsoft Graph API) that replaced a cloud job that kept failing at sign-in expiry.
- Vetted AI vendors for regulated work (HIPAA BAA coverage, AWS Bedrock and Google Vertex AI routes), verified Microsoft 365 data residency against Texas Senate Bill 1188, and leads the policies-and-procedures and cybersecurity overhaul.
- Also runs operations for the principal physician's affiliated ventures: a 32-unit duplex subdivision (land acquisition through build-out) and an 8+ unit short-term rental portfolio launched end to end.

Data and AI Project Consultant (Contract) Nov 2024 - Mar 2025

Terreas | Brownsville, TX (remote)

- Architected a relational database that consolidated 10+ disconnected spreadsheets and data sources into a single source of truth, and automated SQL reporting for 6+ recurring weekly and monthly reports, cutting manual prep time 60%+.
- Added an AI chatbot that lets staff query operational records in plain language, and trained 5 non-technical staff so the system stayed in daily use after handoff.

Senior Technology Analyst Feb 2023 - Nov 2024

Southwest Airlines | Dallas, TX

- Owned the car-booking product end to end, shipping 21+ releases (5 major) in 21 months across marketing, finance and business stakeholders; onboarded 5+ rental-car partners and eliminated recurring booking errors.
- Owned the requirements pipeline for content placement across mobile web, desktop and app on 25+ southwest.com pages, including the homepage, driving a 20% increase in user engagement.

Product Manager Oct 2021 - Feb 2023

American Tire Distributors | Dallas, TX (remote)

- Cut defect rates 30% and release cycle time 50% leading enhancement delivery for an agile team; owned backlog priority across new capability, technical debt and defect fixes, plus the API product documentation.

Texas Instruments | Dallas, TX May 2017 - Oct 2021 (two promotions)

SAP Business Analyst Jan 2020 - Oct 2021

- Deployed customer freight-account capability (FedEx, UPS, DHL) to 100+ countries through API, electronic data interchange (EDI) and eCommerce on ti.com, delivering $1M in annual savings and a 35% gain in order-processing efficiency.
- Led enterprise resource planning (ERP) projects across manufacturing, logistics, supply chain and eCommerce, directing SAP development teams and moving ongoing support to an offshore organization.

Lead Business Analyst Jan 2019 - Jan 2020

- Led four business analysts converting 500+ manual test cases to automated Selenium coverage, and designed the testing process later adopted by multiple teams.

Database Administrator May 2017 - Jan 2019

- Built a document-extraction tool (Java Spring, PL/SQL) that turned unstructured documents into queryable data, an early form of intelligent document processing, and cut new-hire onboarding from 2 months to 2 days.

EDUCATION

M.S., Information Technology and Management (Business Intelligence and Data Analytics), University of Texas at Dallas, Naveen Jindal School of Management | Aug 2017

B.S., Information Technology and Management, Summa Cum Laude, University of Texas at Dallas | Dec 2016