

CHAD C. DIAZ

AI Workflow & Implementation Engineer

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SUMMARY

Operations leader turned engineer who builds developer tools, automations, and AI training that teams actually use. After eighteen years running and growing businesses, now focused on helping companies adopt AI: designing enablement programs, building agent workflows and automations, and training people to put these tools to work. Equally comfortable shipping code and leading a room.

TECHNICAL SKILLS

Languages & Web: JavaScript / Node.js, PHP, WordPress plugin development (ACF, custom post types), REST API integration

AI & Automation: Anthropic Claude (Claude Code, Claude Desktop), Model Context Protocol (MCP) servers, AI agents and agent workflows, prompt engineering and prompt libraries

Infrastructure & Tooling: Cloudflare Workers, OpenTelemetry, CI security and dependency audits, vitest, semantic search, Git & GitHub

Integrations & Delivery: CRM and ERP / order APIs, automated reporting and dashboards; technical training, workshop facilitation, pre-sales SME support

PROFESSIONAL EXPERIENCE

Senior Support Technician, AI Enablement & Automation

Feb 2022 – Jun 2026

Orases · Frederick, MD (custom software development agency)

- Built and delivered hands-on AI training programs that helped multiple companies get started with AI, working with groups ranging from large teams of 25+ to small, highly focused teams of 5, covering Claude Desktop, Claude Code, prompt libraries, and agent workflows.
- Identified where clients needed custom-built solutions and delivered them, like a custom ERP MCP server and dashboard that surfaces the highest-priority orders in real time.
- Served as the technical subject-matter expert for AI engagement sales, running client demos and scoping solutions that helped teams close new work.
- Built and maintained custom WordPress plugins for multiple agency clients, deployed to production (detailed in Selected Projects).
- Supported and debugged client WordPress sites on WP Engine and AWS, and built a semantic-search knowledge base that cut issue-resolution time.

SELECTED PROJECTS

- **trrello-mcp:** production Model Context Protocol server on Cloudflare Workers connecting AI agents to Trello, with automated health checks, a vitest suite, and CI-enforced security audits. github.com/ChadDiaz
- **Claude Telemetry Dashboard:** observability dashboard tracking Claude Code and Cowork usage across the organization, built on OpenTelemetry and self-hosted on AWS.
- **Custom WordPress Plugins:** multi-client plugin work, including a configurable custom-login plugin and fund-campaign features built with ACF and custom post types, deployed to production on WP Engine.
- **ERP Order Automation:** MCP server and automation that pull live ERP order data, score it by weighted priority (order age and dollar value), and email scheduled operations briefings in place of manual reporting.

EARLIER EXPERIENCE

Operations Director · N&S Rentals / Ace Hardware

2015 – 2022

Germantown, MD

- Modernized a 55-year-old equipment and retail business, building the systems, processes, and tools that grew revenue from roughly \$4M to \$9M.

Store Manager, High-Volume · Lowe's; Toys "R" Us / Babies "R" Us

2004 – 2014

- Led stores up to \$55M in revenue and 200+ staff; built training programs and developed dozens of managers.

EDUCATION & TRAINING

- **BloomTech:** Software Development boot camp, graduate
- **Business Management Studies:** Harding University and University of Arkansas
- **Self-directed study:** Anthropic Claude (Claude Code, Claude Desktop), Model Context Protocol, AI agents, prompt engineering, and automation