Brian Parisien

AI Agent Operations and Automation Delivery

Open to: AI Agent Manager • AI Project/Program Manager • AI Automation Specialist • Senior Project Manager / Scrum Master

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Canadian citizen based in Panama City, Panama · Remote · Contractor (W-8BEN) or employer of record (EOR) · Flexible hours, UK to US West Coast.

Executive summary

AI Agent Evaluation. Test sets and pass rules set before the first scored run, regression checks after every model change, and independent re-scoring.

Enterprise Agile Delivery. 11 years directing cross-functional teams through full-lifecycle delivery across enterprise web, software, and e-Commerce platforms. Scope ranged from campaign asset delivery to enterprise programs, including a 17-person group delivering 40+ production releases on Texas Instruments' global e-Commerce platform.

AI Workflow Architecture. Hybrid automation systems that pair deterministic pipelines with constrained AI agents, using structured JSON contracts, explicit error handling, and human-approval gates on any irreversible action. Built in Make.com with Anthropic Claude, on Neon (Apex) and Supabase (project memory) Postgres with pgvector retrieval.

Delivery Judgment, Not Just Build Skill. Pairs technical build execution with enterprise delivery governance (scoping, risk mitigation, backlog triage, and stakeholder alignment) for AI systems where the hardest call is deciding what not to automate.

Core competencies and technical skills

PROJECT MANAGEMENT AND DELIVERY

Methodologies	Agile (Scrum/Kanban), supplemented by Waterfall and hybrid lifecycle governance.
Governance	Project scoping, WBS, risk mitigation, JIRA/Confluence queue triage, backlog grooming, sprint velocity.
Leadership and stakeholders	Cross-functional team supervision, executive client presentations, cross-organizational alignment, proactive problem resolution.
Delivery domains	Web-based software, enterprise e-Commerce, MARCOM asset pipelines, email marketing systems, UI/UX consistency governance.

AI AND WORKFLOW AUTOMATION

Architecture	Multi-scenario pipelines, webhooks, data transformation, and agent orchestration in Make.com. Deterministic vs. agentic layering; deterministic validation shells around opaque agent cores.
Agent evaluation	Test sets, pass rules set in advance, regression checks, independent re-scoring.
Systems governance	Prompt engineering, model selection and token-spend control, API and scenario timeout handling, error-handling directive selection, structured JSON output enforcement, failure-mode test coverage.
Ecosystems	Anthropic Claude (Projects, Cowork, Code) and Google Gemini; MCP connections to Make, Neon, Supabase, Slack, Jira, Miro, GitHub and Vercel; pgvector retrieval pipelines.
Integrations built	Slack, WhatsApp, hosted voice agent, Google Forms, email, Claude API, Gemini API, Neon.

Experience and selected projects

Independent Practice · AI Automation Systems

July 2026 – present

Architect, builder and evaluation owner · Panama City, Panama

Retooling into AI systems and automation: intensive training in AI agent architecture, LLM evaluation and workflow orchestration, applied by building Apex Climate Solutions end to end.

Selected project: Apex Climate Solutions, a portfolio build for a simulated HVAC company August – November 2026

Designed and built an end-to-end AI intake and operations system for Apex Climate Solutions, a simulated heating and cooling company with three service zones and six technicians, on Make.com, Neon databases and Slack, with eight AI steps. A working system, built and tested on synthetic data, with no real customers.

Designed 30 synthetic test cases, ten for each component, with their expected results before any component existed. Three AI steps (urgency rater, junk filter, technician answers) then went through formal evals scored against fixed test sets, with each pass rule set before the first scored run.

URGENCY RATER	JUNK FILTER	TIME FREED	SAVED
30 of 30	0 of 26	~30 hrs /month	$12,420 /year
new synthetic customer messages rated at the right urgency	genuine service requests marked junk	staff hours freed in an example five-technician shop (modeled)	saved after paying its own running cost (modeled)

Urgency rater and junk filter results held in all 3 runs of each test.

- 92% of junk caught at about one-eighth the cost
- 3 runs across four models
- Forced-failure testing
- A webhook defect fixed the same day
- Usage measured at 116% of plan, projected 82% after fixes

The human in the loop assigns the technician, confirms parts before stock changes, and approves every public reply.

portfolio-brianparisien.vercel.app/case-studies/apex-climate-solutions

Planned sabbatical. Stepped away following a 20-year tenure at Texas Instruments. 2024 – June 2026

Texas Instruments · Toronto, Ontario (remote from Panama)

2022 – 2023

Agile Scrum Master / Production Coordinator · contract

- Directed a cross-functional design group (UX strategists, UX designers, and creative directors) across two concurrent backlogs.
- **Corporate Projects Backlog:** Coordinated project-level deliverables against external IT and development timelines spanning multiple internal organizations.
- **UX Operations Backlog:** Prioritized and tracked operational work in JIRA, producing Confluence documentation and Figma updates that kept corporate brand and UI standards current.
- Ran bi-weekly sprint cadences and cleared blockers for a fully distributed remote team.

Texas Instruments · Toronto, Ontario 2012 – 2021

IT Project Manager

- Promoted from senior designer to IT project manager, expanding scope from MARCOM campaign coordination to multi-project Agile delivery and enterprise platform ownership.
- **TI eStore Web Team (2019–2021):** Spearheaded delivery for the enterprise e-Commerce platform, coordinating a cross-functional group of up to 17 contributors: product owner, BA, business representatives, 4 developers, 2 solution architects, 4 UX designers, and 3 UX strategists. Delivered **40+ production releases** on a two-week sprint cadence, plus ad-hoc hotfix releases for urgent defects.
- Facilitated bi-weekly grooming and scoping against a **single consolidated backlog** spanning multiple concurrent project streams and maintenance categories, prioritizing project work and operational support requests in tandem.
- **Multi-Project Delivery (2014–2019):** Managed concurrent web initiatives with dedicated JIRA boards and Confluence spaces while balancing high-volume operational support across TI.com properties.
- **MARCOM Campaign Operations (2012–2014):** Coordinated campaign asset delivery handoffs between design and marketing teams (email campaigns, digital banners, and landing pages).

Earlier experience · 1997 — 2012

Texas Instruments, Web Designer (contractor), 2003 – 2012: directed a UI/UX team governing corporate web design standards for TI.com, and from 2008 led MARCOM campaign coordination, earning a promotion to full-time IT Project Manager in 2012.

Oberon Interactive, Web Designer, 1997 – 2003: advanced from junior to senior designer, delivering interactive multimedia and web solutions for corporate clients.

Education and certifications

Make.com Academy 2026 · Five badges, Credly-verified
Make Basics · Make Intermediate · Make Advanced · AI Automation Explorer · AI Agent Builder

Zapier Academy 2026
Building AI Agents · Governing Zapier MCP · Using Zapier MCP · What Is Zapier MCP · Building Basic Zaps · Building Intermediate Zaps · Jumpstart

Anthropic Academy 2026
AI Fluency: Framework & Foundations · Claude 101 · Introduction to Claude Cowork

Management certifications
Certified ScrumMaster (CSM), Scrum Alliance, 2019 · Project Management, Lean Process Certified, Management & Strategy Institute, 2016

Education
Graphic Design, 3-Year Program, St. Lawrence College, 1997 · Multimedia Design Crash Course, Sheridan College, 1997