

John Bianchina

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AI Implementation Specialist. I build multi-agent orchestration infrastructure that runs in production across six industries — healthcare, dental, hospitality, and digital products. 136+ specialized AI skills. Four autonomous coding agents. Five MCP server integrations. Seven independently auditable control layers with SHA-256 hash-chained audit trails. 20+ years B2B sales before transitioning to full-time AI implementation. I do not integrate APIs. I build the operations layer that runs between them — autonomously improving, independently auditable, and already proven in HIPAA-compliant clinical environments.

CORE INFRASTRUCTURE

Agentic Stack: Hermes (intent routing, 136+ skills, WebSocket gateway), Paperclip (multi-agent delegation, parallel execution), Agent Zero (autonomous loops, FAISS vector memory, self-improving embeddings), Codex & Claude Code (autonomous coding agents)

MCP Servers: Twilio, Vapi, HubSpot, PostgreSQL, InfraNodus (Model Context Protocol bridges)

Infrastructure: Docker, PostgreSQL, Ubuntu VPS, Traefik, SSL/TLS, WebSocket, REST APIs

AI/ML: LLM Integration (Claude, GPT-4o), RAG, Vector DB, Embedding Pipelines, Grounded Generation, Intent Classification

Compliance: SHA-256 Audit Chain, HITL Gates, POPIA/HIPAA Framework, Consent Registry, Immutable Logging

Languages: Python, Node.js, JavaScript, HTML/CSS, Shell Scripting

PROFESSIONAL EXPERIENCE

AI Implementation Specialist

May 2025 – Present

aithatbooks.co.za — Bela Bela, South Africa (Remote)

- Built and deployed multi-agent orchestration infrastructure across six industries. Hermes routes intent across 136+ skills. Paperclip spawns parallel agents. Agent Zero runs autonomous improvement loops. Five MCP servers bridge AI to external systems.
- Diamond Health: designed and deployed AI SMS triage, Vapi voice agent, clinical loop closure, and employer dashboards for a concierge medicine practice scaling to 1M lives. SHA-256 audit trail on every clinical decision. HITL gates at every sensitive action point.
- DentaLink AI: built 24/7 AI concierge handling WhatsApp, voice, and web bookings with real-time medical aid verification across Discovery, GEMS, Bonitas, Momentum, and Medscheme. HubSpot CRM integration with custom lead scoring.
- Developed autonomous competitive intelligence pipeline using InfraNodus knowledge graphs — daily content gap analysis, competitor monitoring, and market intelligence briefs that run without human initiation.
- Authored full POPIA compliance suite (whitepaper, DPA template, security scan reports) used as sales enablement assets.
- Deployed SHA-256 hash-chained audit trails and HITL gates across all production systems. Every agent decision logged. Every action independently verifiable.
- Tech Stack: Docker, PostgreSQL, Python, Node.js, Twilio, Vapi, WebSocket, Claude/GPT-4o, FAISS Vector DB, MCP Protocol, Traefik.

Co-Founder / AI Orchestration & Systems Architect

Apr 2023 – Present

AI Digital Quest — South Africa (Hybrid)

- Founded consultancy focused on AI-driven growth engines, replacing manual work with automated agentic workflows.
- Built multi-step automation workflows for lead generation, data enrichment, and engagement using n8n and Zapier.
- Integrated LLMs into B2B sales stacks, scaling personalised outbound outreach.

Marketing Consultant (SaaS Review Software)

Feb 2020 – Mar 2022

Thrive Internet Marketing Agency — Arlington, Texas, USA (Remote)

- Led team selling SaaS review software. Consistently exceeded targets by 20% in the US market.
- Managed key accounts and collaborated on lead-generation campaigns and conversion optimisation.

Affiliate Marketing Specialist

Apr 2022 – Aug 2024

Lyconet — Austria (Remote)

- Promoted loyalty programs internationally. Conducted demos and negotiated contracts, contributing to 15% membership growth.

Sales Specialist

Jul 2011 – Dec 2018

The South African Gold Coin Exchange — South Africa (On-site)

- Developed digital marketing strategies, content (blogs, infographics), email campaigns, and competitor analysis.

Key Account Executive

Apr 2004 – Dec 2009

Primedia Group — South Africa

- Delivered sales presentations and managed accounts for brand and media planners across B2B media landscape.

KEY PROJECTS

Diamond Health — AI Healthcare Infrastructure

Production multi-agent system for concierge medicine practice scaling to 1M lives. AI SMS triage handling refills, scheduling, and symptom assessment. Vapi voice agent with four-level clinical triage. Clinical loop closure — automated follow-up with physician escalation. Employer dashboards with real-time savings analytics. SHA-256 hash-chained audit trail on every clinical decision. HITL gates at every sensitive action point. Seven independently auditable control layers. Docker, PostgreSQL, Twilio, Vapi, WebSocket, Claude/GPT-4o.

Stack: Docker · PostgreSQL · Twilio · Vapi · Claude/GPT-4o · SHA-256 · WebSocket · HITL

DentaLink AI — Dental Concierge

24/7 AI handling WhatsApp, voice, and web bookings. Real-time medical aid verification across five SA schemes. HubSpot CRM integration with custom lead_score and icp_fit properties. Reduced no-show rates 30-40%. Captures after-hours bookings worth R600-R1,500 each. Built solo — no PM, no roadmap, no spec.

Stack: Twilio · Vapi · HubSpot CRM · WebSocket · Python · Node.js · FAISS · PostgreSQL

Multi-Agent Orchestration Layer

Hermes intent router with 136+ specialized skills and WebSocket gateway. Paperclip parallel agent delegation with result merging. Agent Zero autonomous improvement loops with FAISS vector memory. Five MCP servers bridging AI to external systems. Codex and Claude Code as autonomous coding agents for complex integrations. Watchdog monitoring with automated recovery and exponential backoff.

Stack: Hermes :8642 · Paperclip :3100 · Agent Zero :50080 · MCP · Codex · Claude Code · Docker

Compliance & Audit Framework

SHA-256 hash-chained audit trail deployed on all production systems. Consent registry with instant withdrawal. HITL gates at every PII decision point. POPIA compliance suite (whitepaper, DPA, security scans). Every deployment inherits the framework automatically — build once, protect everything.

Stack: SHA-256 · HITL · POPIA · HIPAA BAA · Consent Registry · Audit Logging

Competitive Intelligence Pipeline

InfraNodus-powered autonomous pipeline. Text network analysis → knowledge graph generation → content gap detection. Scans client websites daily. Surfaces competitive gaps. Runs via cron — no human initiation. Generates daily briefs automatically.

Stack: InfraNodus · Knowledge Graphs · Cron · Text Network Analysis · Content Gap Detection

LIVE PORTFOLIO

Website: aithatbooks.co.za

Demos: aithatbooks.co.za/demos.html

GitHub: github.com/Joche101/ai-portfolio

Agentic Demo: aithatbooks.co.za/storyteller-agentic-demo.html

Technical Guide: aithatbooks.co.za/ai-infrastructure-guide.html