

John Bianchina

AI Implementation Specialist | Multi-Agent Production Systems | Fully Remote
john@aithatbooks.co.za | +27 78 914 0260 | www.aithatbooks.co.za
GitHub: github.com/Joche101/ai-portfolio | Live Demos: aithatbooks.co.za/demos/

PROFESSIONAL SUMMARY

AI Implementation Specialist who builds and operates production multi-agent AI systems across 6+ industries. I own the full implementation layer: workflow design with graduated authority, row-level data governance, continuous production evaluation, immutable audit trails (SHA-256), and graceful degradation with automated watchdog recovery.

AI is my default working surface. I operate Claude Code, Codex, Agent Zero, Paperclip, and Hermes in daily production — orchestrating multi-agent systems that run 40+ hours autonomously. I craft custom system prompts, project rules, and context instructions. I know when AI output is correct, when it needs editing, and when to write manually.

Full-stack across JavaScript, Node.js, Python, PostgreSQL, and Docker. Every deployment inherits compliance, monitoring, and recovery patterns automatically. Before AI operations: 20 years in B2B sales — translating technical products, exceeding targets by 20% in US markets. I understand what clients actually need.

CORE COMPETENCIES

AI-Native Development:

Claude Code · Codex · Cursor
AI-assisted architecture
Prompt & context engineering
Custom project rules

Full-Stack:

JavaScript · Node.js · React
Express · PostgreSQL · Docker
REST APIs · WebSocket · Python

AI Infrastructure:

Multi-agent orchestration
LLM integration (OpenAI, RAG)
FAISS vector DB
AI monitoring & telemetry

Production Operations:

Watchdog monitoring
Incident response & recovery
Uptime/SLA management
Immutable audit trails (SHA-256)

Compliance:

Graduated authority
Consent management
HITL approval gates
SOC 2-mapped · EU AI Act ready

Methodology:

Statue Framework (7 pillars)
One module at a time
Open documentation
Knowledge transfer by design

SELECTED IMPLEMENTATIONS

Hermann Concierge — Multi-Industry AI Platform (The Origin)

Live: aithatbooks.co.za/demos/

WhatsApp + voice + web AI concierge with deterministic intent routing across 6 request categories. 24/7 uptime with automated watchdog monitoring. Deployed across hospitality, legal, dental, real estate, recruitment, and business services. Multi-language, persistent guest memory, upsell-aware conversations. The first statue — built once, deployed everywhere.

Hospital AI Operations (Completed)

Case study: aithatbooks.co.za

Major academic medical center — 4 modules deployed. Module 1: appointment intelligent triage. Module 2: automated insurance verification. Module 3: patient records AI integration. Module 4: real-time bed capacity monitoring. 40+ hours autonomous runtime. 100% audit trail compliance. Stakeholder quote: "This isn't a tool we use. It's part of how we operate now."

Weather Intelligence System

Integrated: [lodge concierge](#) + [hospital operations](#)

Real-time multi-source weather data ingestion and analysis pipeline. Operational recommendations for guest activity planning (hospitality) and patient surge prediction (healthcare). Same implementation layer — new data source plugs into existing audit trails and recovery patterns.

Compliance & Audit Trail Framework

Evidence: github.com/Joche101/ai-portfolio

Three-layer production compliance system: SHA-256 hash-chained audit trails, scope-based consent management with instant withdrawal, mandatory HITL gates for PII operations. Built in 48 hours. Now inherited by every deployment — tamper-evident, SOC 2-mapped, EU AI Act Article 12-ready.

PROFESSIONAL EXPERIENCE

AI Implementation Specialist — aithatbooks

May 2025 - Present

Remote · Johannesburg, South Africa

- Own and operate production multi-agent AI infrastructure: Claude Code + Codex for code generation, Agent Zero for autonomous execution, Paperclip for orchestration, Hermes (100+ skills) for serving — 40+ hours continuous uptime

- Built Hermann Concierge — production AI platform handling WhatsApp, voice, and web interactions across 6 industries with deterministic intent routing and persistent memory
- Deployed Hospital AI Operations — 4 modules for a major academic medical center: triage, insurance verification, patient records, bed capacity
- Built Weather Intelligence System — real-time multi-source data pipeline integrated into lodge and hospital operations
- Designed Statue Framework with 7 control layers — runtime, identity, data, tools, payment, observability, kill switch — now the foundation for every deployment
- Built compliance framework with SHA-256 audit trails, graduated authority, and HITL gates — inherited by every deployment automatically
- Integrated Twilio, HubSpot CRM, InfraNodus MCP, medical aid APIs, and weather data sources with graduated authority separating reads from writes
- Every deployment is duplicatable — clients receive a system their team can run, modify, and scale with monitoring, audit trails, and recovery baked in

Co-Founder / AI Systems Architect — AI Digital Quest

Apr 2023 - Present
Remote · South Africa

- Built AI-driven automation engines for B2B clients — replacing manual workflows with autonomous agentic systems, monitoring pipeline health daily
- Designed multi-step automation pipelines for lead generation and data enrichment at scale using n8n, Zapier, and custom Python with automated retry handling
- Integrated LLMs into B2B sales stacks, scaling outreach from dozens to thousands per day with deliverability monitoring

Marketing Consultant — Thrive Internet Marketing Agency

Feb 2020 - Mar 2022
Arlington, Texas, USA · Remote

- Worked directly with engineering to blueprint, test, and deploy white-label SaaS platform — monitored platform health and coordinated incident response
- Built the white-label business arm, trained sales teams on technical products, grew sales by 20% in US markets

TECHNICAL STACK

Languages	JavaScript, Node.js, Python, SQL
Frontend	React, Express, HTML/CSS, WebSocket
Backend & Data	PostgreSQL, REST APIs, FAISS vector DB
AI Coding Tools	Claude Code, Codex, Cursor, Agent Zero — daily production use
AI/ML	OpenAI API, LLM integration, RAG, prompt engineering, custom instructions
Infrastructure	Docker, Linux, Git, Traefik, cron, Azure, cPanel
Production Ops	Watchdog monitoring, incident response, automated recovery, uptime management
Compliance	SHA-256 audit trails, graduated authority, consent management, HITL gates
APIs & Integration	Twilio, HubSpot CRM, InfraNodus MCP, REST, WebSocket

EDUCATION

Bachelor of Commerce (BCom), Marketing Management — Damelin, 1994-1998

Microsoft Certified Professional (MCP) — VB6 & SQL

LANGUAGES

English (Native), Afrikaans (Professional Working)