

# Jake Rosow

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Portfolio: jakerosow.com | GitHub: github.com/drshipweight | LinkedIn: linkedin.com/in/jake-rosow

## Target Roles

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AI Workflow Engineer · AI Implementation Engineer · Operations Tooling · Solutions Engineer, AI Workflows · AI Support Specialist

## Professional Summary

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AI workflow engineer with 10+ years in operations-heavy environments and a portfolio of shipped AI-assisted systems, including production business software, agent workspaces, and a daily LLM ingestion pipeline. Strongest fit for implementation-heavy AI product teams that need workflow discovery, prototyping, integration, technical documentation, QA, and support handoff for operational software where correctness and edge cases matter.

I map the real workflow, write the system spec, use AI coding agents productively, and still own the architecture, review, debugging, integration details, and shipping decision.

## Selected Work

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### GIFTED HQ + Gifted Academics

**Two live websites, one business system** | 2026 | [gifted-hq.com](https://gifted-hq.com) & [gifted-academics.com](https://gifted-academics.com)

- Built and integrated two production web surfaces for an operating coaching business: HQ for brand, coaching, commerce, partner paths, and operations; Academics for courses, quizzes, progress, payment plans, access, and admin.
- Migrated 200+ active subscriptions from WordPress/WooCommerce into a proprietary web system without customer disruption.
- Designed shared Clerk identity across separate Next.js apps and implemented Stripe webhook-driven state changes for payments, refunds, payment plans, and access changes.
- Used Sanity for editable business content and Postgres for course, enrollment, progress, and payment-plan truth.

### Healthcare Support Specialist

**Open-source agent workspace for health-plan CSR questions** | 2026 | [github.com/drshipweight/healthcare-customer-support-specialist](https://github.com/drshipweight/healthcare-customer-support-specialist)

- Created a drop-in agent workspace that routes health-plan member questions to the right knowledge-base section, extracts verbatim source language, and drafts a CSR-ready talk track.
- Structured the workflow as five staged contracts with clear handoffs, section IDs, worked example runs, and three bounded output branches: normal answer, out-of-scope transfer, or needs clarification.
- Used fictional payer data and hand-authored reference material to demonstrate benefit, prior authorization, claim, and support routing patterns without PHI or proprietary plan content.

### Cost Specialist

**Open-source Claude project for API cost and caching audits** | 2026 | [github.com/drshipweight/anthropic-sdk-cost-specialist](https://github.com/drshipweight/anthropic-sdk-cost-specialist)

- Created a drop-in Claude/Codex project that audits Anthropic API usage and returns cache breakpoints, concrete code edits, before/after cost estimates per 1,000 calls, and confidence notes.
- Locked the agent into four answer shapes and backed cost claims with dated reference docs for pricing, caching, usage fields, and model choice.
- Built a TypeScript eval suite where Sonnet is the system under test and Opus judges shape, citations, refusals, and made-up prices; a full run costs about \$0.70.

## Professional Experience

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### Health First Health Plans — Rockledge, FL

**Customer Care Associate** | May 2025 – Present

- Handle up to 40+ member and provider calls per day while working cases inside Epic Tapestry, Microsoft 365, and internal case management tools under HIPAA requirements.
- Run cases from intake to resolution, tracking requests, documentation, follow-ups, and outcomes with attention to SLA expectations and data accuracy.
- Translate benefits, claims, authorizations, and questions into clear guidance for members and providers.
- Identify recurring workflow problems from case volume and surface them to leadership; support peers with system navigation, escalations, and Help Desk coverage.

## GIFTED HQ

**Co-Founder, COO & Product Systems Lead** | 2017 – Present

- Built the software and operational backbone for a coaching business spanning commerce, course delivery, subscriptions, payments, support, marketing, and admin workflows.
- Designed and shipped the GIFTED HQ and Gifted Academics web systems using Next.js, Clerk, Stripe, Sanity, Postgres, Bunny, Resend, Shippo, Upstash, and Vercel.
- Migrated 200+ active subscriptions from the previous WordPress/WooCommerce setup without customer disruption.
- Own day-to-day operations, product setup, customer support, content operations, and process design.
- Use AI coding agents as implementation multipliers while retaining ownership of specs, architecture, review, debugging, and release decisions.

## Advanced Resources Marketing / LTC Global — Boston, MA

**Director, Systems & Design** | July 2012 – February 2023

- Owned the insurance proposal workflow for multiple concurrent enterprise Employer Group and Association clients from RFP intake through data analysis and final report delivery.
- Designed standardized intake, documentation, approval, and delivery workflows across carriers, agents, internal teams, and clients.
- Wrote SOPs, templates, technical documentation, training materials, and workflow guides used by internal staff and partners.
- Performed QA and validation across carrier data, proposal outputs, and client-facing deliverables; served as first-line IT support for office software, hardware, and networking.

## Winner Computing — Palm Beach Gardens, FL

**Vice President / Technician** | August 2006 – August 2010

- Provided onsite and remote technology support for small businesses and individual clients.
- Diagnosed hardware, software, networking, Microsoft Office, email, and Adobe issues.
- Wrote tutorials, trained end users, logged support issues, coordinated follow-up service, and managed inventory/scheduling operations.

## Core Skills

**AI Workflow and Agent Systems:** Customized Pi Coding Agent · Claude Code · Codex · prompt caching · eval design · judge models · scoped output contracts · citation-backed generation · refusal and boundary handling.

**Operations Domain Experience:** healthcare support · insurance proposal workflows · Epic Tapestry · claims and benefits language · HIPAA-aware operations · underwriting workflows · admin systems.

**Product and Implementation Engineering:** workflow mapping · internal tools · admin systems · business process automation · requirements translation · QA and validation · authentication · webhooks · technical documentation · user support · implementation documentation.

**Web and Data Stack:** Next.js · Astro · React · TypeScript · Tailwind CSS · Clerk · Stripe · Sanity · Postgres · Prisma · Drizzle · Turso/libSQL · SQLite · Upstash Redis · Vercel · GitHub.

## Education

**Northeastern University — Boston, MA**

Bachelor of Science in Business Administration | Minor in Music Industry

September 2010 – May 2014