Jonathan Christensen

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EXPERIENCE

centrexIT December 2021 - Present

AI Automation Engineer (2025-present); previously provisioning, field support, and service desk

- Develop service and client-facing automation from frontline requirements through implementation, rollout, and handoff; translate recurring delivery problems into shared tools, reporting, and operating standards.
- Build Service Toolbox and Client Toolbox for service workflows and client portfolio reporting. Contribute to the automation program featured by Rewst for recovering 160+ hours monthly and opening a new service line - a team outcome.
- Took ownership of an inherited 72-ticket provisioning backlog, cleared it within six months, and rebuilt SOPs, inventory tracking, service expectations, and media-sanitization controls.
- Automated fresh-machine deployment and configuration with Immy.Bot, reducing active technician effort from roughly 45 minutes to two minutes while retaining human quality control.
- Stewarded provisioning across process improvement, automation, and field logistics; documented and handed off the operation in 2025 after improving efficiency and margin. Received the Quality First Award in 2023.
- Contributed a public multi-tenant Microsoft 365 reporting workflow combining license inventory, usage, and cost information; shared the implementation through the Rewst community.

Safemark - Service Technician I September 2018 - April 2021

- Owned independent field troubleshooting and account support at major attractions and venues; recognized for helping restore the Pechanga relationship. Supported interstate assignments and maintained repair, parts, and travel records.

SELECTED ENGINEERING

Cadre - Agent Control Plane TypeScript / PostgreSQL | Alpha

- Designed a personal control plane for agents with dedicated computer environments, policy-controlled actions, and audit history; connect agent execution to explicit access and operational boundaries.
- Built the schema and lifecycle for versioned skills and instruction artifacts, including harness-specific CLAUDE.md / AGENTS.md projections and workspace assignment, so operational knowledge can be maintained and reused across agents.
- Implemented grant-checked connection access and per-connection egress policies. Found credential exposure through browser accessibility snapshots, built a context-scrubbing layer, and documented residual risks.

AMD ROCm Inference Lab Python / llama.cpp / Radeon R9700

- Built repeatable Python benchmarks for single- and dual-GPU inference: quantization, tensor/layer splitting, speculative decoding, occupied context, concurrency, and memory-capacity limits.
- Compiled controlled RCCL-on/off builds and investigated host-bridge transport. Recorded short-request decode near 55 tokens/s with the fallback versus 6.9 with RCCL; retained the fallback for interactive serving on this topology.
- Compared prefill, decode, and end-to-end latency rather than optimizing one headline rate; documented long-context ingestion costs, KV-cache residency, and concurrent-agent capacity.

TerminalBrain & Shot Pill Swift / MCP / SSH

- Built governed MCP access to local notes and screenshot delivery to remote coding environments, giving agents practical context from the tools and machines where the work happens.

TECHNICAL SKILLS & CONTRIBUTIONS

Engineering: TypeScript, JavaScript, PostgreSQL, MCP, Git, GitHub Actions

Automation: Rewst, Immy.Bot, PowerShell, Bash, Microsoft Graph, Entra ID, Intune

Inference & development: ROCm, llama.cpp, Python benchmarking, Swift, React

EDUCATION

University of Maine Degree incomplete

BBA coursework - Project Management & Information Systems; 90 of 120 credits completed.

Hemet High School - Graduated 2017; Thespian Society member.