

COLE CIPRARI

BUSINESS SYSTEMS ARCHITECT · OPERATIONS TECHNOLOGY & AI AUTOMATION

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PROFESSIONAL SUMMARY

Systems architect who **designs the architecture and ships the code** — 15+ years scaling the operational systems businesses run on, plus **8 production platforms built solo**, including a 120-route construction ERP and a multi-tenant SaaS estimating suite serving 25+ trades. Owns the full lifecycle end to end: requirements discovery, platform evaluation, integration and data-model design, build, migration, training, and post-launch adoption measurement. Repeatedly removes manual work at the root — 70% of manual data entry eliminated, 250+ labor hours reclaimed annually, 18% schedule variance reduction — while carrying P&L accountability for portfolios up to \$8.5M. Treats agentic AI (Claude Code, OpenAI APIs) as production infrastructure, not novelty.

8	\$8.5M	3,000+	70%	240+	99.9%
PLATFORMS BUILT SOLO, SHIPPED	PORTFOLIO UNDER ARCHITECTURE	USERS SERVED BY SYSTEMS BUILT	MANUAL ENTRY ELIMINATED	PROCESSES DOCUMENTED	SYSTEM UPTIME MAINTAINED

PLATFORMS ARCHITECTED & SHIPPED — SOLO

All eight are live. Explore them interactively at ciprari.ai — a working desktop environment I built as this résumé's companion.

Coen Construction Platform coenconstruction.com	Full construction ERP + public site — 120+ routes. AI estimating (SOW/MTO generation), AR measure, margin guard, sub bid & onboarding portals, customer e-sign approval, Stripe payments, payroll with ADP mapping, crew scheduling, GPS field/supervisor apps, Twilio dialer & SMS, permit portals, P&L and cash-flow dashboards, plus a complete snow-operations dispatch module (routes, storms, salt, reconciliation, AR).
Estimate.Pro estimate.pro	Multi-tenant SaaS estimating suite for 25+ trades. ONNX on-device AR measurement, AI scope-of-work drafting with per-line confidence scores, Home Depot / Lowe's SKU cost library with price-decay alerts, subcontractor bid portal, white-label proposals, canvas e-signature, Stripe Connect payouts, margin guard, four-tier plans with role permissions and SSO.
CurbScript curbscript.com	AI SaaS for real-estate agents — 24+ generation tools. MLS listing copy in under 30 seconds, AI listing video for TikTok/Instagram, voicemail and SMS scripts, buyer blasts, brand-voice tuning, bulk processing, and team seat management.
The Punchlist thepunchlist.ai	AI automation consultancy platform. Interactive AI advisor that scopes a fix from a plain-English bottleneck, a searchable library of shipped use cases / custom apps / integrations with live UI previews, a 49-industry taxonomy, and productized outcome-based pricing tiers.
North Point Construction north.construction	GC platform with programmatic local SEO across 94 towns and 7 counties, plus a free AI design-preview tool that turns customer photos into concept renders as a lead-generation engine.
Aurora myaurora.base44.app	IPTV media control center and smart-home orchestration app — streaming player, EPG guide, TV mode, device control, lighting scene automation, and a remote interface.
Northern Hardy Honey hardy-hive-harvest.base44.app	E-commerce and education platform for a New England apiary — storefront, checkout, order status tracking, pollination-services booking, and recipe content.
Mari' Cosmetics mariaelena.base44.app	D2C cosmetics storefront with a guided "Find Your Shade" product matcher and editorial looks catalog.

PROFESSIONAL EXPERIENCE

COEN CONSTRUCTION

Project Portfolio Manager | Oct 2025 - Present

Scope: Systems & AI Architecture — company-wide platform ownership, \$8.5M portfolio

- **Built the Company's Operating System:** Architected, developed and deployed coenconstruction.com — a 120+ route construction ERP spanning AI estimating, AR measurement, subcontractor bid and onboarding portals, Stripe payments, ADP-mapped payroll, three role-specific field apps, a full Twilio telephony stack, and P&L/cash-flow dashboards. Sole architect and sole engineer.
- **AI & Agent Architecture:** Designed the agentic automation tier running on Claude Code and LLM APIs — quantity takeoff analysis, contract and submittal review, scope-gap detection and recurring reporting — compressing multi-hour analyst tasks into minutes. Architected prompts as stateless, reproducible workers with a mandatory human review gate before any write to the system of record.
- **Enterprise Platform Architecture:** Owned requirements definition, vendor evaluation, data-model configuration, migration and training curriculum for the project-management platform across every team and 15+ concurrent projects; enforced data-integrity controls and instrumented adoption to full utilization.
- **Scheduling Systems Design:** Built the enterprise Primavera P6 architecture — standardized WBS, activity coding and calendar structures portfolio-wide — reducing schedule variance 18% and lifting on-time delivery to 94%.
- **Data & Workflow Architecture:** Designed the analytics layer consolidating critical-path performance, cost variance and resource utilization into a single executive view; re-architected change orders from ad-hoc email into a standardized, auditable, gated workflow governing an \$8.5M portfolio.

HANNAFORD BROS. CO., LLC

Evening Operations Manager | Apr 2025 – Aug 2025

Scope: Performance Systems Architecture — 10 departments, 40+ users, \$250K budget

- **Instrumentation & Telemetry Design:** Architected real-time performance tracking across 10 departments and rebuilt shift-handoff protocols as a structured data capture rather than verbal relay — internal audit score 88 → 96 in two months; after-hours incidents down 22%.
- **Optimization Modeling:** Built a demand-driven labor allocation model on a \$250K budget, replacing habit-based scheduling with data — 250 hours reclaimed annually, 8% labor reduction; vendor consolidation and renegotiated terms saved \$20K/yr with \$50K further opportunity identified.
- **Rollout & Adoption Engineering:** Drove adoption of the new system across 40+ users through transparent metrics dashboards and a fixed stakeholder cadence — treating adoption as the deliverable, not the launch.

ANDYMAN DESSERT BAKING CO.

Operations Manager | Dec 2023 – Jul 2024

Scope: Systems Integration Architecture — POS / inventory / finance data layer

- **Integration Architecture (0→1):** Architected and delivered the POS-integrated inventory and financial-reporting system — mapped data flows across point-of-sale, inventory and accounting, normalized the schema, and chose an integration layer over a three-system replacement. Eliminated 70% of manual data entry and shipped a real-time executive dashboard for inventory position and cash flow.
- **Automated Decision Support:** Built the tracking and monitoring layer on top of the new data model — inventory turns +12%, waste –9%; a margin-aware pricing model designed against the resulting visibility lifted revenue 18% while protecting margin.
- **Governance & Control Design:** Authored and enforced a 40-SOP control framework across food safety, compliance and cash handling with versioned updates — zero compliance lapses, perfect 100 health-inspection score.
- **Infrastructure Delivery:** Ran a \$120K capital build from planning to handover — timeline design, vendor management, milestone tracking — delivered under budget and on schedule, unlocking a new revenue stream.

NAPLES PIZZERIA

Managing Partner | Feb 2020 – Jan 2023

Scope: Systems & Automation Ownership — cloud HR stack, \$1.2M P&L

- **Cloud Systems Migration:** Evaluated, selected and deployed a cloud-based ATS with standardized, automated onboarding workflows — hiring cycle compressed 10 days → 3 days, new-hire ramp time cut 65% across a 25-person team.
- **Algorithmic Incentive Design:** Architected a performance-based compensation model tying individual payout directly to measured business-growth targets — a rules engine rather than discretionary bonuses — turnover down 35%.
- **Commercial Systems & P&L:** Full P&L ownership of a \$1.2M unit; scaled revenue \$650K → \$900K with 15% YoY margin expansion. Implemented vendor-managed inventory (VMI) contracts to automate replenishment, cutting annual food costs 12%; zero permitting or licensing lapses.

TSD RENTAL, LLC

Operations Manager / Strategic Planning Lead | Jul 2014 – Feb 2020

Scope: IT Infrastructure & Systems Architecture — 2 sites, \$1M assets, \$400K budget

- **IT Infrastructure Architecture:** Led CAPEX IT infrastructure programs across two commercial facilities from architecture through execution — vendor selection, integration sequencing, capacity planning and resource allocation for multi-site expansion.
- **Single-Source-of-Truth Design:** Consolidated a fragmented software-licensing and vendor-contract estate into one tracked registry with automated renewal monitoring and standardized pricing, eliminating two operating silos — \$30K annual savings with continuous audit readiness.
- **Reporting & Metrics Architecture:** Built the multi-site operating-metrics dashboard covering revenue, asset utilization, labor cost and compliance — the first apples-to-apples comparison between facilities and the leadership decision baseline. P&L for \$1M in assets on a \$400K budget — 98% asset utilization, \$75K annual efficiency gains.

LIBERTY MUTUAL INSURANCE

Operations Process Improvement Specialist | Jan 2010 – Jul 2014

Scope: Automation & Enterprise Knowledge Architecture — 200+ processes, 3,000+ users

- **Automation Architecture (Pre-LLM):** Designed and implemented the RPA and workflow-automation program across claims operations — identified the highest-volume, most error-prone steps, redesigned the underlying workflow, then automated it. Errors reduced 15%, process cycle time improved 22%. Same discipline I now apply with agentic AI; the tooling changed, the architecture did not.
- **Enterprise Knowledge Architecture:** Owned the divisional knowledge base of 200+ processes serving 3,000+ users at >99.9% uptime — governed versioning, regulatory compliance and change rollout at enterprise scale.
- **Observability & Continuous Improvement:** Built the automated metrics framework tracking cycle time, error rate and productivity, replacing manual status collection with live instrumentation; facilitated cross-functional Kaizen events that fed the automation backlog.

CORE SKILLS

Complex Business Systems	Systems & Integration Architecture	Entity Schema & Data Modelling
Agentic AI in Production	Multi-Tenant SaaS	Full-Stack Delivery
	RPA & Workflow Automation	P&L Ownership
Adoption & Change Management		

TECHNICAL SKILLS — APPLIED, NOT ASPIRATIONAL

AI & Agentic	Claude & Claude Code (certified) · OpenAI API (certified architect) · Google Gemini · Perplexity · agentic workflow design · prompt & context engineering · stateless reproducible prompt workers · human-in-the-loop review gates · LLM document & data extraction · AI image and video generation
Architecture	Complex business systems spanning finance, field ops, HR, compliance and customers · integration-layer design over rip-and-replace · entity schema & data modelling · state machines · single-source-of-truth design · API contract design · multi-tenant tenancy models · role-based access control · SSO (Okta, Azure AD, Google)
Product Engineering	React · Next.js · JavaScript · HTML/CSS · REST APIs · webhooks · Stripe & Stripe Connect · Twilio voice, SMS & voicemail (branded calling LOA) · ADP payroll mapping · ONNX on-device computer vision (AR measurement) · e-signature & document generation · PWA · iOS app build & App Store submission
Low-Code / Rapid	Base44 — entity schema design, record CRUD, connector integrations, multi-page routing, deployment (3 apps shipped) · Vercel · rapid prototyping to production
Cloud & Infra	Cloudflare Workers, D1 (SQLite), Pages, DNS, Registrar, Email Routing, WAF · SQL & schema migrations · Git / GitHub · CI-style deploy pipelines · CAPEX IT infrastructure planning · multi-site network & systems buildout
Automation	Robotic Process Automation (RPA) · Zapier · API orchestration · scheduled reporting pipelines · lead-scraper and triage automation · dispatch & routing automation · renewal-tracking automation
Project & Portfolio	Primavera P6 (enterprise WBS, activity coding, calendars) · Microsoft Project · Procore · Buildern · Jobber · Contractor Foreman · BuilderTrend · critical-path & time-impact analysis · cost loading · change-order control
Data & BI	Advanced Excel modelling · Google Sheets · Looker Studio / Google Data Studio · KPI & dashboard architecture · SQL querying · variance & margin analysis · business-case & ROI modelling · Google Analytics 4 · web analytics
Enterprise Systems	ERP · POS integration · QuickBooks · HRIS · ATS · inventory management · contract & vendor management platforms · Google Workspace · Microsoft 365
Growth & Marketing	Programmatic SEO at scale (94 towns, 7 counties) · local schema & structured data · Google Ads · Google Tag Manager · Angi lead pipelines · email campaign automation with performance benchmarking · review capture · conversion-focused landing architecture
Operations	Lean / Kaizen · Six Sigma principles · root-cause analysis · SOP authoring at scale (240+ processes) · change management & training curriculum design · UAT & adoption measurement · demand-driven labour modelling · vendor negotiation & VMI contracts · compliance & audit readiness · P&L management to \$8.5M

CERTIFICATIONS & CREDENTIALS

COMPLETED

Claude Code Certified — Anthropic · **OpenAI Certified Architect** — OpenAI

IN PROGRESS — TARGET Q3/Q4 2026

Google Cloud **Generative AI Fundamentals** skill badge · Google Cloud **Introduction to Large Language Models & Responsible AI** · Google Cloud **Agentic AI** · **Google Analytics 4 (GA4) Certification** — Google Skillshop · **Automation Anywhere RPA Essentials** · **Kaggle** Python, SQL & Intro to Machine Learning

HOW I WORK

■ I Architect It and I Build It

Eight production platforms shipped solo, from a 120-route ERP to a multi-tenant SaaS suite. I don't hand specs to a team and hope — I can take a system from whiteboard to deployed.

■ Every Build Carries a Business Case

Architecture justified in P&L terms and measured after launch. I have owned the budget, not just the implementation — which changes what you're willing to build.

■ Adoption Is the Deliverable

A system nobody uses is a failed project. I design the training, change management, and success metrics alongside the architecture — never after it.

■ AI Needs a Review Gate

Agentic automation is production infrastructure, not a demo — but only when a human approves anything that reaches the system of record.