
JALEN WARD

AI Engineer — Full-Stack LLM Applications

Ward Tech Systems · Fort Worth, Texas

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SUMMARY

Full-stack engineer who ships production AI software — SQL-backed CRMs, custom serverless APIs, and production RAG/LLM workflows on Cloudflare, in daily use by real contractor and insurance-restoration teams. Six-plus years in roofing and restoration, from project management to operations leadership to ownership, give rare domain depth behind the code. Published author on systems, automation, and the trades.

SKILLS

AI / LLM: RAG pipelines & retrieval knowledge bases · LLM agent orchestration & multi-agent workflows · prompt engineering · AI-assisted development (Claude Code) · self-hosted inference (Ollama)

Languages & Frameworks: TypeScript / JavaScript · React · Node.js · SQL · HTML/CSS

Backend & Data: SQL schema design & relational modeling · REST API design · SQLite / Cloudflare D1 · CRM architecture

Cloud & Deploy: Cloudflare Workers / Pages / R2 (serverless) · Wrangler · CI/CD (GitHub Actions) · Docker · zero-trust publishing (Cloudflare Tunnel)

Systems & Domain: Linux & Windows administration · small-business networking (VLANs, NAS) · insurance claims & supplementation · estimating workflows · contractor field operations

EXPERIENCE

AI Engineer — Ward Tech Systems / Built By Ward LLC

Mar 2021 – Present · Fort Worth, TX

- Built and productized **ImpactIQ**, a contractor-operations platform (canvassing, leads, scheduling, deal stages, claims, field-to-office reporting) — grown out of the internal CRM and claims tooling that ran my own restoration company; now in daily production use by a five-rep sales team.
- Shipped **Insurtech System** (insurtech-beta.com): insurance-restoration workflows for claims, supplements, estimate review, and job tracking, backed by a RAG knowledge base of estimates, building codes, and supplement arguments.
- Deploy on Cloudflare Workers/Pages with custom REST APIs, R2 asset hosting, and D1/SQL schemas; operate a self-hosted multi-node LLM inference cluster (Ollama, Windows/Linux) with load-balanced dispatch for code-review and RAG workloads.

Supplementation & Documentation Contractor — Dallas-area roofing company

Contract · Fort Worth, TX

- Introduced AI-assisted supplement writing, scope review, and missing-item analysis into paid insurance-claim documentation work, sharply cutting turnaround per supplement package.
- Standardized estimates, line items, code references, and photo evidence into repeatable review workflows used on every claim.

Project Manager → Director of Operations — Linear Roofing & General Contractors · Infiniti Roofing

Jan 2019 – Feb 2022 · Fort Worth, TX

- Progressed from project management at Linear Roofing (homeowner outreach, inspections, claims coordination) to Director of Operations at Infiniti Roofing, running the sales pipeline, media, and field-to-office coordination — then founded Built By Ward LLC.
- Ran end-to-end insurance-restoration operations — the domain model (leads, claims, supplements, job stages) that ImpactIQ later encoded as software.

SELECTED WORK

ImpactIQ — AI-assisted contractor-operations platform: full CRM schema (leads, claims, invoices, documents, activity logs), insurance RAG base, and field-team dashboards. [Case study](#)

Insurtech System — standalone insurance-restoration claims and supplementation platform.

SEO & local-search tooling — landing-page, local-content, and metadata automation for service businesses.

PUBLICATIONS

Published author on Amazon (as **J. Michael**) — systems, automation, and the trades.