

Jonathan R. Reed

Customer Engineering | Technical Success | AI Deployment | Solutions Enablement

contact@jonathanreed.com | Dallas, TX | JonathanRReed.com | github.com/JonathanRReed | linkedin.com/in/jonathanreed0

Customer-facing technical builder with hands-on experience across AI deployment, secure infrastructure, workshops, demos, and adoption support in law, education, and consulting environments.

Strong fit for technical success, customer engineering, AI deployment, and solutions roles that blend troubleshooting, stakeholder guidance, architecture, and production follow-through.

Experience

Reed & Terry, L.L.P. | IT & Security Lead | Jun 2023 - Present

- Own day-to-day IT, security, web, systems, user support, vendor coordination, and workflow troubleshooting for a confidentiality-sensitive law firm.
- Set up and maintain servers, networks, endpoints, cloud services, backups, collaboration tools, permissions, and internal web workflows across attorney and staff needs.
- Built secure on-prem and cloud LLM/RAG workflows for internal retrieval and drafting support, with access controls, human review, and data-handling guardrails before rollout.
- Rolled out MFA, least-privilege access, patching, endpoint standards, and restore-tested backups, improving recovery readiness by 20-30% and reducing avoidable access/endpoint risk by 25%.

Hello.World Consulting | Founder & Technical Solutions Consultant | Jul 2022 - Present

- Deliver AI integration, automation, and security engagements for client teams, translating ambiguous requirements into usable systems, documentation, and next actions.
- Deploy local and private-cloud LLM stacks, retrieval pipelines, and workflow automation on client infrastructure, reducing third-party exposure and cutting inference costs by 20-45% in selected deployments.
- Build prototypes, demos, and pilot workflows; run architecture reviews, troubleshoot failures, and turn implementation feedback into clearer product and deployment decisions.
- Lead AI risk reviews around prompt injection, data leakage, and unsafe tool use, helping clients reduce exploit success and policy bypasses by 35% in tested systems.

Podium Education | Team Lead, AI Programs | Dec 2025 - Present

- Help teach and mentor 400+ students on practical AI tooling, prompt hygiene, data handling, and responsible workflow adoption across live sessions and project support.
- Created grading and feedback methods that improved rubric alignment and reduced evaluation turnaround time by 31% on average while helping the team improve delivery flow and AI integrations.
- Partner with instructors and program leadership to surface recurring blockers, refine session flow, and support students through live sessions and 1:1 coaching.

The Global Career Accelerator | Product Strategy & Prototyping Intern | Aug 2025 - Nov 2025

- Led rapid prototyping work for L'Oreal, American Eagle, Intel, and charity: water, turning loose requirements into clickable demos, user flows, and stakeholder-ready presentations.
- Worked across cross-functional teams under deadline, pairing AI tools, product thinking, and concise presentation to move from concept to workable prototype.

Methodist Dallas Medical Center | EMT-B, Emergency Department Intern | Aug 2024 - Dec 2024

- Worked repeated 12+ hour ER and ambulance shifts at Methodist Dallas; handled patient care, documentation, handoffs, and workflow support in high-acuity settings.

Selected Projects

Prompt Info | Next.js, TypeScript | Live: prompt-info.helloworldfirm.com | GitHub: github.com/JonathanRReed/prompt-info

- Token, cost, and payload-format planning utility for 1,000+ models built for developers, product teams, and AI operators.

AI-Stats | Astro, TypeScript, Supabase | Live: aistats.jonathanreed.com | GitHub: github.com/JonathanRReed/Ai-stats

- Public model-comparison dashboard consolidating pricing, context, provider, and benchmark signals into a clearer evaluation workflow.

Apple-MCPs | Python, macOS automation | GitHub: github.com/JonathanRReed/Apple-MCPs

- Apple-native MCP server collection for Mail, Calendar, Notes, Files, Reminders, Maps, and system workflows.

PoliBench | Astro, React, Bun, Convex | GitHub: github.com/JonathanRReed/Poli-bench

- Benchmark console for model political profile, answer stability, parse quality, refusal behavior, cost, latency, and policy/governance posture.

Education

The University of Texas at Dallas, B.A. Sociology, Expected 2027 | EMT-B Certificate, UT Dallas/UEMR, Grade A | Wharton County Junior College, Core Curriculum, GPA 3.35

Selected Certifications & Recognition

IBM AI Engineering Professional Certificate; Snowflake Generative AI Professional Certificate; Vanderbilt Prompt Engineering; Google AI Professional Certificate; Wharton AI Applications in Marketing and Finance.

OpenAI x GCA AI Professional Skills; Toastmasters Public Speaking; Top Ten - Wells Fargo x GCA Early Talent Competition; Top 15 - KeHE x GCA Early Talent Competition.

Skills

Customer engineering; technical success; AI deployment; solution design; workshops; demos; onboarding; troubleshooting; stakeholder communication; Python; TypeScript; RAG; Snowflake Cortex; APIs; cloud/on-prem; documentation.