

Anthony Harbert Jr.

AI AUTOMATION AND INTERNAL TOOLS

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SUMMARY

Website Account Manager at a vacation-rental web agency, customer-facing since 2015, who builds and runs the automation behind the role: Python, Playwright, and Claude agent tooling in production on a live Salesforce Service Cloud queue. Local-LLM services, API and webhook integrations, tested internal tools, human approval on every client-facing send.

HIGHLIGHTS

- **Salesforce automation in production.** Python and Playwright actuator that sends case replies behind a content-hash verify token and human approval; 18 tests.
- **A Claude Code estate that runs the work.** Six plugins, 10+ auditor agents, hooks, a machine-readable project map with validator and receipts.
- **Local-LLM home AI with 473 tests.** Multi-agent orchestrator, voice, MQTT and Home Assistant control, RAG memory; API and webhook integrations in daily use.

SELECTED BUILDS

- Built a Claude Code agent estate: six-plugin marketplace, 10+ auditor agents, hooks and a commit gate, a machine-readable estate map with validator and receipts, and a handoff ledger for parallel agents.
- Built a Salesforce actuator in Python, Playwright, and CDP that sends Lightning case replies only from approved drafts: content-hash verify token, case-binding and duplicate-send guards, 18 unit tests; live since June 2026.
- Built a case-intelligence pipeline (thread parser, promise ledger, escalation reader, strategist agent) feeding a local review board.
- Built Jarvis, a local-inference home AI (Ollama, llama-swap): voice pipeline, MQTT and Home Assistant control, RAG day-recall memory, and a multi-agent orchestrator with 473 tests.
- Shipped API and webhook integrations: a client-site uptime monitor and an Outlook-to-ntfy on-call pager, 33 tests.

EXPERIENCE

Bluetent / InhabitIQ, Website Account Manager Jan 2022 - Present
Remote · promoted from Web Support Specialist, May 2026

- Run the Salesforce automation above in production.
- Keep a human in the loop: no client-facing automation without approval; brand-specific voice.

Anthony Edward Studios LLC, Owner May 2026 - Present
Massillon, OH

- Built and host Little Theatre (littletheatretc.org): PocketBase CMS behind a Cloudflare Tunnel, a Publish button that runs a Worker, GitHub Action, and Pages build, with a six-auditor review tier and commit gate on every deploy.

REMAX Real Estate Group, Marketing Analyst Jun 2020 - Mar 2021
Canton, OH

Spectrum (Charter Communications), Inside Sales Representative, Inbound Nov 2019 - May 2020
Akron, OH

Muggswigz Coffee & Tea Co., Assistant Manager / IT Specialist Apr 2017 - Nov 2019
Canton, OH

Marc's Stores, Front Line Manager Oct 2015 - Apr 2017
Belden Village, OH

SKILLS

- **AI and Agents:** Claude (Claude Code skills, agents, hooks, MCP), LLM application design, prompt engineering, multi-agent orchestration, RAG memory, local models (Ollama, llama-swap), data privacy through local inference and human approval gates.
- **Code:** Python, Playwright, JavaScript, HTML, CSS, APIs and webhooks, MQTT, Git, GitHub Actions, unit testing, technical documentation.
- **Platforms:** Salesforce Service Cloud, Cloudflare (Workers, Pages, Tunnel, Access), PocketBase, Docker, Proxmox, Tailscale, Home Assistant.
- **Not in toolkit:** n8n, Make, Zapier.

EDUCATION

- University of Akron: Bachelor of Music, Vocal Performance, with a minor in Computer Science, 2024-Current.
- Stark State College: Associate of Science, Computer Science and Engineering, 2019-2021.