

# CORBYSMITH

Operations Analyst | AI Workflows & Automation

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## PROFESSIONAL SUMMARY

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20+ years in operations, business analysis, and incident management across telecom, IT, insurance, and SaaS — including a decade as Enterprise Business Analyst at Grande Communications. Now applying that operational lens to AI: self-hosted OpenClaw server instances, LLM orchestration across Claude, GPT, Grok, and Gemini via API with Ollama for local inference, and n8n workflow automation. UT Austin McCombs AI for Business Applications certificate, Aug 2026.

## AI & TECHNICAL STACK

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**AI Agents & Orchestration:** OpenClaw (self-hosted server instances on VPS and local machine), Claude Code, MCP, Claude skills integrations, n8n workflow orchestration, agent skill design

**LLMs:** Anthropic Claude, OpenAI GPT, xAI Grok, Google Gemini via API; Ollama for local inference on both machines

**Automation & Content:** Docker-based deployments, prompt engineering, workflow design; generative video via InVideo, Pictory, Sora, and Veo

**Operations & Analyst Tooling:** CRM, ATS, ITSM/ticketing, SLA/OLA reporting, Agile/Scrum, requirements gathering, SDLC, dispatch/scheduling platforms

## PROFESSIONAL EXPERIENCE

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### Independent AI Practitioner & Family Caregiver · Self-Directed

Sep 2024 – Present · Austin, TX

#### AI & Automation Practice

- Run OpenClaw server instances on both a local machine and a managed VPS, each with Ollama installed for local inference — routing quality-critical tasks to Claude, GPT, Grok, or Gemini via API and shifting high-volume or cost-sensitive workloads to locally-running models on either machine, cutting API overhead without sacrificing availability.
- Agent workflow orchestration built on **n8n, Claude Code, MCP, and Claude skills integrations** — covering the full range from scheduled tasks like calendar management, email, and file creation and management to more complex operations like media content management, website and tool creation.
- Benchmark local inference against paid API models across real workloads — summarization, ticket triage, and lightweight RAG — to inform routing decisions across both machines.
- Generative video content production via **InVideo, Pictory, Sora, and Veo** across a variety of projects and use cases.

#### Caregiving

- Primary caregiver for both parents since Sep 2024 — medical coordination, insurance management, treatment planning, and day-to-day care.

### Field Service Manager · Allied Universal Services

Sep 2022 – Aug 2024 · Remote

- Owned scheduling and field assignments for inspectors across commercial sites; built the inspector onboarding playbook the team still uses.
- Stood up performance tracking and tightened the post-visit client communication loop — site managers got weekly visibility instead of monthly, and avoidable callbacks dropped.

### Dispatch & Recruiting Manager · Claim Consultant Group

Aug 2021 – Sep 2022 · Lakeway, TX

- Ran scheduling for **100+ field adjusters across all 50 states** across multiple insurance carriers; rebuilt candidate screening and credentialing end-to-end so external inspectors moved from application to active deployment significantly faster.
- Reworked claim-assignment routing to keep adjusters utilized without burning anyone out — shortened average claim lifecycle and gave operations a cleaner read on capacity.

### GM Escalation Advisor · General Motors (via Alorica)

Aug 2018 – Aug 2021 · Austin, TX

- Worked the high-conflict, multi-touch GM customer cases to closure — and trained peers on the escalation playbook so it didn't all live in my head.
- Documented escalation patterns and pushed them upstream. A handful of those notes turned into actual process changes that cut down on repeat escalations against the same root causes.

**Additional Roles, 2015–2018:** Sales Director — Patriot Mobile · Project Manager — Air, Wind & Solar LLC

**Business Analyst (Consultant)** · Clear Measure, Inc. Aug 2014 – Jan 2015 · Austin, TX

- Sat between client process owners and the dev team — gathered requirements, prioritized backlog with engineering, walked solution proposals to executive sign-off before sprints kicked off.
- Reported project status and resourcing recommendations directly to the VP, feeding into staffing decisions across the consulting roster.

**Incident Management Supervisor** · Black Box Network Services Jan 2012 – Aug 2014 · Austin, TX

- Led a **12-person team** handling Bank of America escalations across North and South America, all under a 24-hour SLA. Took executive-level escalations directly when they came in hot.
- Designed the incident management workflows the team operated against — built to OLA/SLA standards and refined as we found edge cases.

**Founder** · Discount Shippers LLC Jan 2012 – Jan 2014 · Austin, TX

- Founded a **cloud shipping SaaS** on AWS, integrating USPS, FedEx, UPS, and DHL APIs into a single partner-facing platform; hired and managed the architecture and engineering teams.
- Defined the GTM motion that pushed partner margin and recurring subscription revenue, and architected onboarding and billing so new accounts went from sign-up to first label without a support ticket.

**Enterprise Business Analyst** · Grande Communications 2002 – 2012 · San Marcos, TX

- Owned the **enterprise billing system** as company SME and senior escalation point — a decade as the person product, ops, and engineering called when something complex needed scoping or unblocking.
- Developed use cases and KPIs for **DOCS 3.0, TiVo, and VoIP** product launches, working between engineering and operations to define what success looked like before code shipped.
- Architected the **knowledge management and automated escalation tooling** the support org ran on. The workflow-automation thread that runs straight through to the AI agent work I do now started here.
- Ran financial and BI analysis directly against the production database, surfaced cost-saving proposals to the C-level with the numbers to back them, and presented findings to executive leadership on a recurring basis.

## EDUCATION & CERTIFICATIONS

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**AI & Machine Learning: Business Applications** — Executive Certificate (in progress)

University of Texas at Austin, McCombs School of Business · Jan 2026 – Aug 2026

**Telecommunications Management** — DeVry Institute of Technology

Irving, TX · 73 credit hours completed