SECTION 02 · AI THAT SHIPS

Practical AI that earns its keep.

An operator desk that does not sleep

I build the specific tools or agents that remove the bottleneck, then I show you or your team how to run them.

Agents and tools that plug into what you already run: your CRM, your inbox, your files, your calendar, your event platform. No new platform to learn. They run wherever your data needs to live: on your own machine, your organization's servers, or the cloud.

The problem

Your staff is leaner than it was a decade ago and the work is not. Inbox, calendar, sponsorship follow-ups, chapter tools, and "can we just build a quick dashboard" all land on the same three people. Off-the-shelf AI chat does not own outcomes. A vendor deck does not ship a working line.

What you have is a chatbot. What you need is a chief of staff.

Your staff already has ChatGPT, or Claude, or Gemini, or a Copilot license bundled into Microsoft 365. They use it the way almost everyone does: open the window, type a request, get a draft, close the window. Ad hoc. It writes when asked and does nothing when it isn't.

That's a tool. It's not a hire.

The hire

I build the second thing. A chief of staff agent, or a small team of them, with an actual job description. Not "help me when I ask." Assigned to your inbox, your calendar, your recurring reports, your standing checklist of things that fall through when the week gets busy. It runs whether or not you remembered to open it that morning, and it comes back to you with what got done and what needs a decision.

The team around it

For teams that need more than one role covered, I build the team: a coordinator, a builder, a researcher, specialists for the jobs specific to your organization. Each with a defined job and defined limits, so nothing goes out the door without a yes from a human. Where cost or data sensitivity calls for it, that team can run on a local model instead of a subscription.

If what you already pay for can get there with the right setup, I'll build on what you have instead of adding a new tool. If it can't, I build from scratch.

You're already paying for the software. You're just renting it.

Somewhere in your budget is a line for the event app, the survey tool, the directory plugin, the dashboard add-on, the thing that does one job and bills you for it every year whether you use it or not. Most of that was never a hard problem. It's a form, a database, and a screen. The vendor priced it as a subscription because building it themselves once and selling it forever is a better business than building it for you once and being done.

I build the one-off instead. A tool that does exactly your job, owned by you, no seat limits, no renewal notice. If it's simple, it ships in a day. If it needs real infrastructure, it takes longer and still costs less than several years of the subscription you were about to replace.

I stand behind what I build. And once your chief of staff agent is running, it does not just manage your calendar. It is the one that keeps the tool alive, adds the next feature, and fixes the small things without a support ticket.

What I built

Working inventory, not a pitch deck.

Communications and email manager

A dedicated admin agent owns inbox triage and calendar. Morning and evening digests surface what needs a human. Drafts are prepared; nothing leaves without a yes. The point is not "AI that writes." It is an always-on desk that keeps the queue honest.

Tool builder

When the answer is a working product, a builder agent ships it to production. A one-page brand site (this Torque site went live in a day). A full media-style site with authoring, reviews, and deploy-from-git. Event floorplan software for hotel and convention packets. Interview and business-development demos built for a national trade association: a legislative radar, a member-value pitch generator, and a show revenue dashboard. Community dashboards and small internal tools when a spreadsheet stops being enough.

Voice assistant

A real phone number answered by a conversational agent wired to calendar tools. Callers can check availability by voice today. Calendar write, invite email, and post-call notification are the next hardening slice.

How the team runs

I do not treat agents as interchangeable chat windows. Each seat has a job and defined limits. A coordinator manages the team. Nothing structural ships and nothing brand-facing goes out without my approval. Continuity is preserved so work survives between sessions. A standing brief keeps me current without a meeting that burns the day.

What you buy

Not a strategy PDF. A working desk: inbox and calendar under control, tools that ship when the work needs a tool, and a voice front door when the phone still matters. You pay for what moves.

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Additional demo work exists for a national trade association engagement. Not for public linking. Available to reference in conversation only, and only with the organization unnamed, unless confirmed otherwise.

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