CHRISTOPHER SANCHEZ

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I get small businesses onto software they actually use. Rolled out two production platforms built with AI coding agents under my direction; when the owners worked around one, I measured why, redesigned it around their habits, and took its share of invoices from 21% to 84%. Seeking implementation, onboarding, or AI-operations roles.

EXPERIENCE

American Janitorial Services (ajsoperations.us; family business)
Commercial janitorial and building-services company, Northern California

Operations & Systems Lead *2025–Present*

- Found only **21% of invoices** were created in the new system after go-live; sorted all 251 bypassed invoices by cause, rebuilt intake to mirror the QuickBooks and Excel screens the owners knew, and reached **84% (27 of 32)** by mid-October.
- Wrote the training: an English/Spanish iPhone handbook, a 16-stop practice tour in the owners' own words, a fully Spanish admin interface, and a plain-language guide to what's changing and why.
- Designed the AI assistant's guardrails: it drafts invoices and payment matches, a person approves each one, and every figure comes from the database rather than the model; the owners' first **18 questions were all rated helpful** (~10¢ each).
- Ran a blind-graded evaluation of four AI assistant configurations (240 answers, hidden-label AI graders) and shipped the one with the fewest critical errors (**2 vs. 5–8**).
- Rolled out the full system (work orders, dispatch, invoicing, payment matching, QuickBooks sync) on web, iOS, Mac/Windows, and a Chrome extension; directed AI coding agents through **52 versions**.
- Migrated **1,191 live invoices ($1M+)** from QuickBooks and spreadsheets, matched to the cent, closing a $161K reconciliation gap; audited 14,967 historical invoices and voided **$14,395** in double bills.

Billing & Invoicing (part-time) — prepared the company's client invoices in Excel *2017–2022*

Navi's PC Cafe (navipcshop.com) **— Product & Platform Lead (sole builder), freelance** *2026–Present*
Online store and group-order platform for a K-pop photocard seller with a ~300-member community

- Onboarded a non-technical owner onto a storefront, phone-first admin panel, and group-order system; wrote plain-English guides, ran three feedback rounds, and built the swipe-to-approve price review she proposed.
- Rebuilt the AI pricing engine: tested 9 model setups on 40 real cards, hand-judged 454 disputed matches, and wrote my rules into the prompt; the winner prices **93%** of cards right (vs. 75%) at about half the cost.
- Migrating the admin panel to a native iPhone app at the owner's request for in-camera card capture; four AI agents built the first version in parallel overnight, and it pairs card fronts with their backs correctly on **93%** of her real cards.
- Launched to a live community: **$3,300+** in orders from 100+ buyers across 410+ items and 14 group orders; the first drop sold **229 cards in 24 hours**.

EDUCATION

University of California, Davis — B.A. Economics, GPA 3.73 *June 2026*
Honors: Phi Beta Kappa • Dean's Honors List (2×) • Departmental Honors Thesis
Specialization: Data Analytics and Economic Analysis

- Full econometrics sequence (probability and statistics, regression, causal inference, time series); coursework in accounting, business law, and public finance.
- Honors thesis (advisor Prof. K. Eriksson): hybrid ownership and household spending, 10 years of Consumer Expenditure Survey data, difference-in-differences in Stata and R.

OTHER PROJECTS (ALSO BUILT WITH AI CODING AGENTS)

- Insider-trading research: event study of ~70K SEC filings; found the edge too small to trade after costs and taxes.
- Foreclosure screener: scored ~185 homes with bilingual AI summaries; paused after finding it favored risky deals.

SKILLS & CERTIFICATIONS

AI-directed systems (AI agents write the code; I specify, review, and own the result): multi-agent build orchestration; LLM evaluation and guardrail design; Supabase/PostgreSQL; integrations with QuickBooks Online, Plaid, Stripe, Twilio, Resend, Firebase, Cloudflare, Anthropic, OpenAI, and Google Gemini
Business systems: QuickBooks Online, Excel, payment reconciliation, accounts receivable, small-business accounting, training and documentation
Languages & certifications: English; Spanish (reading) • Enrolled Agent (EA) candidate, target 2027 • Pursuing Anthropic Claude certification