

Janine Hudson

AI Implementation Lead · Agentic AI Systems · AI Operations & Project Delivery

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Open to remote contract (1099 / corp-to-corp)

Service-Disabled Veteran · GoHighLevel Certified Admin · Make.com Certified Partner

PROFESSIONAL SUMMARY

AI Implementation Lead and service-disabled veteran with 15+ years in technology and communications, including digital transformation and federal government work. I design, build and run agentic AI systems in production for real businesses. I take a client from discovery to a working system: AI agents connected to CRMs, databases, websites and billing, then the training and day-to-day operations that keep them running.

I own the whole delivery: scoping, pricing, build, rollout and support. My current portfolio covers 10+ active clients in transportation, nonprofits, legal services, cleaning services and professional training. I'm the person who can both build the agent and run the project.

CORE COMPETENCIES

Agentic AI

- AI agents and Claude Code
- MCP server setup and integration
- Multi-step agent workflows and reusable skills
- Prompt and context design
- API, webhook and CRM integrations

Implementation & PM

- Discovery and requirements
- Statements of work, phased roadmaps
- Pricing, quotes, scope control
- Stakeholder and vendor management
- Go-live checklists and verification

AI Operations

- Runbooks and standard operating procedures
- Monitoring and fixing live automations
- Client training and handoff
- Data cleanup and record reconciliation
- Billing and invoicing operations

SELECTED ENGAGEMENTS

Seven of 14 engagements shown.

Agentic operating system for a multi-client practice

- Built a git-based agent operating system with a workspace per client. Each workspace holds agent instructions, reusable skills, planning docs and dated session logs.
- AI agents work across 10+ client accounts through MCP connections to CRM, WordPress, Google Workspace, QuickBooks, hosting and design tools, under written rules for what needs human approval.

Government contractor: agentic operating system for bidding

- Scoped and am delivering an 8-phase agentic AI rollout for a one-person federal and state contracting firm. Her goal is 20 submitted bids a week.
- Phases are ordered by time saved per unit of effort: a company knowledge base (identifiers, 25 NAICS codes, past performance), then AI inbox triage, then a Claude bid/no-bid qualification pass that checks capability fit and the previous award before any drafting starts.
- Kept the owner as the final reviewer at every step, and documented the system so her first hire can step straight into it. She is also the beta client for Mobi9Tech's packaged Agentic OS offering.

Transportation system: trip management and billing

- Delivered a Next.js trip-logging app on Vercel, embedded in the client's GoHighLevel CRM. It replaced a Retool screen that could only show the first 500 clients.
- Automated the referral intake process. It reads state agency referrals, files them, updates rider records and produces a coverage-gap report on every run.
- Cut invoicing from 30+ days to one day after month-end close (97% faster) by automating monthly billing: an internal invoice, state invoices and county usage reports for multiple counties, generated from trip data.
- Fixed a silent failure in the app-to-Make-to-GoHighLevel weekly report chain and changed the contact matching so it stops dropping records.

Veteran VA-claims coaching company: secure client portal

- Built a secure Next.js portal on Vercel where veterans sign in, upload claim documents and read resource articles. Staff manage it from an admin center, and the portal is embedded in the client's GoHighLevel CRM.
- When GoHighLevel onboards a new client, a webhook creates the veteran's portal account, a Google Drive folder and the matching CRM fields. This replaced an earlier Make.com scenario with direct API calls, and running it twice doesn't create duplicates.
- Added role-based access (super admin, admin, veteran) with per-client access limits, plus CSRF protection so the portal is safe to run embedded in the CRM.
- Moved uploads straight to cloud storage to get past the hosting platform's 4.5 MB request limit, so large medical files up to 100 MB can be uploaded.
- Wrote an in-app help center for veterans and staff, and ran training sessions for the client's operations lead.

Real estate investor: automated seller outreach

- Built a GoHighLevel outreach system that cleans lead lists, loads them in daily cohorts and runs a 10-day voicemail-drop and email sequence in HighLevel.
- First list: 1,268 of 1,271 leads enrolled, 46 callers, 6 interested sellers. Results come from a scripted analysis of the CRM data.

Estate planning firm: legal practice automation

- Delivered a phased engagement: website audit and rebuild, terms and conditions, and 25 Lawmatics automations covering client stages, letters, paralegal tasks and a spouse portal.
- Designed the AI chatbot knowledge base and offer, and moved invoicing into the practice management system with a one-way sync to QuickBooks.

International business nonprofit: member matchmaking portal

- Led a phased rebuild of a member matchmaking portal, integrated with GoHighLevel and the WordPress site, with a written go-live checklist and verification log for each phase.
- Connected agents to the live WordPress site through an MCP server. Diagnosed and fixed a production issue where images broke every day (mixed-content site URLs plus page caching).

EXPERIENCE

Founder & AI Implementation Lead, Mobi9Tech Software and Services

2017 – present · Fredericksburg, VA · SDVOSB-certified

- Run an AI implementation and automation practice serving 10+ active clients in transportation, healthcare, legal, nonprofit, real estate and government contracting.
- Built an AI content automation: the AI drafts the posts and a person reviews and approves them before anything is published.
- Lead every engagement from discovery and quote through build, go-live and monthly operations, managing a pod-based team of developers, social media and SEO contractors.
- Price work as fixed-fee builds plus monthly managed-service retainers, set so that each client is profitable from the first month.
- Created and ran an AI Website Workshop (\$597 per person, 2 cohorts a month) teaching business owners to build live websites with AI tools.

IT Consultant, Back Office Administrators

Jan 2020 – Jan 2023

- Analyzed small businesses' tech stacks and recommended automation and integration solutions.
- Gathered requirements and turned business needs into technical specs for web and CRM projects.

Communications Specialist, Federal Bureau of Prisons (U.S. Department of Justice)

Jan 2013 – 2015

- Ran website administration, web publishing and newsletters for a Department of Justice entity.
- Led process improvements that shortened communication turnaround times across the organization.

Education Specialist, Federal Bureau of Prisons (U.S. Department of Justice)

Mar 2011 – Jan 2013

- Managed education programs and curriculum, built online learning resources, and measured outcomes with data-driven assessments.

Long-Term Substitute Teacher, Toledo Public Schools

2009 – 2011

U.S. Army, Public Affairs Specialist (MOS 46Q), 2000–2006

- Military journalism, writing and communications.

EDUCATION & CERTIFICATIONS

- M.A., Educational Leadership + IT Management, Capella University, 2010
- B.A., Professional English, South Carolina State University, 2002
- GoHighLevel Certified Administrator · Make.com Certified Partner · Microsoft Office Specialist – Associate
- Service-Disabled Veteran · SDVOSB-certified business owner · ABWA Fredericksburg Chapter Newsletter Chair and Chapter Website Sponsor

TOOLS & PLATFORMS

- **AI and agents:** Claude API and Claude Code, MCP servers, agent skills, OpenAI, Gemini and Google AI Studio, GoHighLevel Conversation AI, HeyGen API
- **Automation and CRM:** GoHighLevel (workflows, webhooks, events, invoicing), Make, ActiveCampaign, Pipedrive, Lawmatics, Zeffy, Booking Koala
- **Build and hosting:** Next.js, Node.js, PHP/MySQL, REST APIs, Vercel, NoCodeBackend, Retool, WordPress + Elementor, Hostinger
- **Data and operations:** Google Workspace (Drive, Docs, Sheets via the API and command line), QuickBooks, Basecamp, Notion, git/GitHub
- **Design:** Adobe Illustrator and Photoshop (scripted), Canva