# RODOLFO "RUDY" ZOLEZZI

Dallas, TX | (956) 572-9796 | rzc989@gmail.com | linkedin.com/in/rudyzolezzi

**Senior Technical Product Manager, AI | Internal AI Products From Spec to Daily Use**

## SUMMARY

Technical product manager who ships AI products people use every day. Owns the full loop for internal AI tools at a medical-legal practice (problem framing, spec, build with Claude Code, test-gated release, rollout) and ties each tool to results: 2x exam volume and revenue with zero added headcount, and ~$240K a year in costs avoided or cut. Previously owned Southwest Airlines' car-booking product (21+ releases in 21 months) and the product backlog and API documentation at American Tire Distributors. Bilingual (English, Spanish).

## SELECTED AI PRODUCTS

- **Claimant intake (users: intake staff).** Capture-once digital intake that collects claimant and insurer data a single time and generates every downstream case form. Result: intake fell from ~1 hour to under 15 minutes per claimant, and data-entry errors were virtually eliminated.
- **Physician reporting tools (user: evaluating physician).** AI-assisted impairment-rating calculators that turn rating formulas into repeatable steps, plus one-click report finalization. Result: report prep fell from 1-2 hours to ~30 minutes.
- **Forms automation app (users: physician and billing).** Offline, single-file browser app that reads finished reports and fills state workers' compensation forms and the CMS-1500 (JavaScript, pdf-lib, JSZip). Result: every versioned release gated on 90 of 90 synthetic test cases plus regression suites, with zero regressions.
- **Denial appeal letter builder (users: billing staff).** Reconciles explanation of benefits (EOB) lines against billed services, reads scanned documents with optical character recognition (OCR) and drafts editable Word letters with regulation-cited rationale for each denied procedure code. Result: each letter drafted in ~10 minutes instead of ~45.
- **Clinical data product (user: principal physician).** 10,000+ reports consolidated into a queryable database, with protected health information (PHI) handled only by local large language models (LLMs) in a 100% air-gapped environment and only de-identified data sent to Claude. Result: a ~3,800-evaluation dataset that supplied the data for two talks at a state psychiatric society meeting.

## SKILLS

**Product:** discovery, requirements, roadmapping, backlog management, release management, user acceptance testing (UAT), API product documentation, Agile/Scrum, Jira, Confluence
**AI Product and Build:** Claude (including Claude Code), ChatGPT, Gemini, Grok, open-weight local LLMs (LM Studio), Model Context Protocol (MCP), multi-agent orchestration, prompt engineering, evaluation harnesses, de-identification
**Engineering:** Python, Node.js, JavaScript, REST APIs, Microsoft Graph API, SQL, PL/SQL, Postman
**Platforms and Data:** Linux, Microsoft 365, SharePoint, SAP enterprise resource planning (ERP), TeamSite, Tableau, Spotfire
**Privacy and Compliance:** HIPAA, air-gapped and local-only AI, business associate agreements (BAAs), data residency

## EXPERIENCE

### Director of Operations
Nov 2024 - Present

Global Examination Services | Dallas, TX (hybrid)

*Medical-legal evaluation practice performing workers' compensation and insurance exams for claimants across the US. Leads a team of four; owns operations, vendors, systems and reporting; personally designs, builds and runs every AI and automation system in the practice.*

- Doubled monthly evaluation volume (~15-20 to ~35-40 exams) and practice revenue year over year with zero added headcount, by shipping a set of internal AI and automation products across intake, physician reporting, forms and billing.
- Made build-versus-buy calls that cut $30K+ a year in software spend by replacing paid tools with internally built AI products; the same automation avoided ~$210K a year in salary costs.
- Runs a spec-first, test-gated delivery process: Claude drafts architecture and specs, Claude Code implements, and test harnesses must pass before any release.
- Designed the privacy architecture every product sits on: all claimant data in a 100% air-gapped environment with a second local model checking each de-identification, other patient tools developed locally with no cloud model access, and only de-identified data reaching Claude.

- Launched a live multi-agent "Chief of Staff" system: an orchestrator agent assigns and verifies work across six specialist agents, including market research, content, compliance, regulatory watch and vendor spend.
- Integrated a case-management platform's API (Node.js) for monthly intake-trend reporting, and ran a data-quality audit that found ~94% of records missing structured carrier, employer and referral fields.
- Also runs operations for the principal physician's affiliated ventures: a 32-unit duplex subdivision (land acquisition through build-out) and an 8+ unit short-term rental portfolio launched end to end.

**Data and AI Project Consultant (Contract)** Nov 2024 - Mar 2025

Terreas | Brownsville, TX (remote)

- Architected a relational database that consolidated 10+ disconnected spreadsheets and data sources into a single source of truth, and automated SQL reporting for 6+ recurring weekly and monthly reports, cutting manual prep time 60%+.
- Added an AI chatbot that lets staff query operational records in plain language, and trained 5 non-technical staff so the system stayed in daily use after handoff.

**Senior Technology Analyst** Feb 2023 - Nov 2024

Southwest Airlines | Dallas, TX

- Owned the car-booking product end to end, shipping 21+ releases (5 major) in 21 months across marketing, finance and business stakeholders; onboarded 5+ rental-car partners and eliminated recurring booking errors.
- Owned the requirements pipeline for content placement across mobile web, desktop and app on 25+ southwest.com pages, including the homepage, driving a 20% increase in user engagement.
- Turned recurring TeamSite content management system workarounds into supported product capability by diagnosing platform limits and scoping custom changes with engineering.

**Product Manager** Oct 2021 - Feb 2023

American Tire Distributors | Dallas, TX (remote)

- Cut defect rates 30% and release cycle time 50% leading enhancement delivery for an agile team; owned backlog priority across new capability, technical debt and defect fixes, plus the API product documentation.

**Texas Instruments | Dallas, TX** May 2017 - Oct 2021 (two promotions)

***SAP Business Analyst*** Jan 2020 - Oct 2021

- Deployed customer freight-account capability (FedEx, UPS, DHL) to 100+ countries through API, electronic data interchange (EDI) and eCommerce on ti.com, delivering $1M in annual savings and a 35% gain in order-processing efficiency.
- Launched "Bring More Customers Direct": tiered order creation for business customers, piloted with live customers, with the end-user test plan.

***Lead Business Analyst*** Jan 2019 - Jan 2020

- Led four business analysts converting 500+ manual test cases to automated Selenium coverage, and designed the testing process later adopted by multiple teams.

***Database Administrator*** May 2017 - Jan 2019

- Built a document-extraction tool (Java Spring, PL/SQL) that turned unstructured documents into queryable data, an early form of intelligent document processing, and cut new-hire onboarding from 2 months to 2 days.

**Earlier:** Database Support Engineer, Istation, Dallas, TX | Jun 2016 - Feb 2017. Cut proposal prep time 50%, raised the acceptance rate 10%, and ran market-basket analysis across 50M+ records.

## EDUCATION

M.S., Information Technology and Management (Business Intelligence and Data Analytics), University of Texas at Dallas, Naveen Jindal School of Management | Aug 2017

B.S., Information Technology and Management, Summa Cum Laude, University of Texas at Dallas | Dec 2016