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Summary

AI-augmented technical operator. 4+ years L2 SaaS support depth (Clubessential) plus 18 months financial services (Fidelity, FINRA Series 7/63), now shipping production AI-tooling for the exact problems my support work surfaced — 16 public repos in 2026 spanning B2B support triage, CSM dashboards, calibrated ML + grounded LLM systems, and multi-provider AI facades. Direct AI to implement; own the architecture, eval, and shipping. Targeting **Solutions Engineer / AI Implementation / AI-augmented CSM** at AI-forward SaaS.

Selected Projects

OfferPilotV2 — Local-first desktop job-search command center

Tauri v2 · React · TypeScript · Rust · OpenAI Responses API

Desktop application owning the application-packet pipeline end-to-end: posting fetch with explicit terms/privacy consent, posting snapshot storage, packet request creation, tailored resume .docx + cover letter .pdf generation, review checklist gating (resume approved / cover approved / facts checked / ready-to-submit), Pipeline lanes with persistent state movement (Potential / Interested / Applied / Interviewing / Offer / Closed). Two generation paths: file-based Codex bridge (agent-queue/ in, agent-output/ out) and optional direct API generation with OS-keychain API key storage, network disclosure preview, and structured JSON validation. Vitest + Playwright + native GNU/MSVC Rust test stack. Active development. [github.com/kgr1115/OfferPilotV2]

diamond-edge — Calibrated ML + SHAP-grounded LLM picks for MLB markets

Python · LightGBM · Anthropic · isotonic regression

Gradient-boosted models on Statcast + odds, with rationale generation constrained to top-k SHAP attributions and pre-game context (no free-form storytelling). **Isotonic calibration reduced max deviation 14.3% to 5.6%, ECE 0.065 to 0.0004.** Variance-collapse guardrail caught a silent “model shipped as market passthrough” bug (CLV —1.045%); refuses auto-promote on `lgbm_best_iteration <= 1`. Built in 3 weeks with dual-agent dev workflow. [github.com/kgr1115/diamond-edge]

support-triage — Local-first AI triage for B2B SaaS support teams

Python · FastAPI · React · FAISS · Anthropic

Classifies tickets, retrieves KB context via embeddings, drafts citation-grounded replies, surfaces top-3 macros — the AI version of the work I was doing at Clubessential. Latest eval: **97.1% strict faithfulness, 95.8% recall@3, 95% category accuracy, 100% within-1-tier priority.** Single-operator architecture; no SaaS, no multi-tenant, no telemetry. CI + reproducible eval runbook. [github.com/kgr1115/support-triage-public]

csm-account-pulse — Monday-morning CSM dashboard with citation-grounded briefings

Python · Streamlit · Anthropic

Aggregates CRM/usage/ticket data, computes health scores, generates 3-bullet “focus this week” briefings per account with every claim citing a real fixture field. Shipped through **5 documented prompt iterations (v1 to v5)** with eval receipts; precomputing day-counts in the LLM payload eliminated v3 hallucinations. Bring-your-own-CRM via four-CSV `CsvDataSource`. CI. [github.com/kgr1115/csm-account-pulse]

More at github.com/kgr1115 — 16 public repos covering AI inbox triage (SiftRobust), CRE research platforms (QuarterlineV2), agentic job-search orchestration (understudy), agent-based improvement pipelines, and project scaffolding tooling.

Professional Experience

Independent AI Engineering Portfolio

Cincinnati, OH — Feb 2026 to present

- Lead project: **OfferPilotV2**, a desktop-first local-first job-search command center in Tauri v2 + React/TypeScript + Rust with OS-keychain integration, atomic-write contracts, a file-based Codex bridge for AI-assisted generation, and a production-grade Vitest + Playwright + native Rust test stack.
- Shipped 16 public repos in 2026 spanning B2B support triage automation, CSM internal dashboards, calibrated ML systems with grounded LLM layers, multi-provider AI facades (Anthropic / OpenAI / Gemini / Groq behind one structured-call interface), and agentic orchestration frameworks.
- Every project ships with CI, an eval harness, and documentation showing prompt-version receipts.
- Concurrent: BS IT at Western Governors University (in progress).

Clubessential — Level 2 Website Support Specialist

Blue Ash, OH — Oct 2021 to Jan 2026

- L2/L3 escalation point across websites, reservation systems, CRM, and mobile apps for the **1,000+ private-club SaaS client base**. Carried an average **90 tickets/week** through Salesforce.
- Partnered with engineering on root-cause analysis for recurring technical issues; drove long-term platform fixes rather than per-client workarounds across the website, reservation, and CRM stacks.
- Hands-on HTML, CSS, and SQL daily: hand-edited HTML to fix client web pages and embedded tables; wrote CSS within the reservation system's templating layer to surface database-driven content into the UI; built SQL queries against the CRM to extract form-submission data and run client-requested reports.
- Client-facing platform optimization and staff training across onboarding and re-engagement cycles for new and existing clubs.

Fidelity Investments — Customer Relationship Advocate

Covington, KY — Apr 2019 to Sep 2020

- Delivered client support for account maintenance, trade execution, and money movement in a high-compliance financial services environment.
- Applied structured problem-solving to resolve complex financial inquiries while maintaining FINRA/SEC compliance.
- Earned **FINRA Series 7 and Series 63** licenses (now expired; reactivatable).

Total Quality Logistics — Logistics Account Executive

Cincinnati, OH — Oct 2017 to Mar 2019

- Managed client accounts and negotiated freight services in a high-volume outbound sales environment (75+ calls/day).
- Built and held client relationships through daily outreach + structured pipeline management.

Education

Western Governors University — BS Information Technology (in progress)

Moeller High School — High School Diploma

Certifications

- **CompTIA Security+** (active)
- **ITIL 4 Foundations** (active)
- **FINRA Series 7 and Series 63** (earned at Fidelity; expired, reactivatable)