

John Dill

Solutions Engineer | AI Automation & Systems Integration

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Solutions engineer and technical consultant who designs and builds tools that reduce manual work and connect business systems. More than two decades of enterprise technology experience at Interwise and AT&T. Leads consulting projects through Dill.dev LLC, working with stakeholders to agree on intended outcomes, decide what can be automated, and plan human review and verification. Carries AI-assisted implementations through testing and operational handoff.

PROFESSIONAL EXPERIENCE

SAVEUR | IT Architect (Contract through Dill.dev LLC)

2024 - 2026

Primary technical consultant for publishing, ecommerce, and internal operations. Worked with business leaders, editorial staff, and development partners to improve how the website, subscriptions, email marketing, and workplace systems worked together. Engagement concludes September 2026 with a documented successor handoff.

- **Image accessibility:** Designed and delivered a Python workflow using WPGraphQL and the OpenAI Responses API to identify missing or unusable alt text and generate suggestions for more than 16,000 images, combining image analysis, article context, and editorial guidance. Editors used the production Google Sheets/WordPress workflow to review, revise, and publish descriptions under the publisher's content policy and accessibility requirements.
- **Print subscriptions:** Designed and operated Python automation for approximately 5,500 print subscriptions using Shopify GraphQL and Recharge REST APIs. Used purchase history to prevent repeat charges for issues already purchased and coordinate each magazine release with renewal dates and customer notifications. Built preflight checks and independently reconciled subscription records and queued charges.
- **Assignment and SOW preparation:** Built a Google Docs/Apps Script tool using the Gemini API to extract assignment details from email, chat, and other text into structured statement-of-work drafts, with final human review in the editorial team's existing document workflow. Flagged missing information and saved an estimated 30 minutes of preparation per use.
- **Workspace access:** Reviewed Google's data-protection findings from a 5.8-million-file scan and used Python and the Google Drive API to audit shared-drive permissions for stale external access and overly broad sharing. Traced inherited permissions to the folders or drives where access was granted and consolidated the findings into a manageable Google Sheets review for business owners. Applied approved changes with checks before each write, blocked mismatches, and independently verified both the updates and the access that needed to remain in place.
- **Email migration:** Led the technical migration from Campaign Monitor to Mailchimp for approximately 500,000 subscriber records. Transformed contact data, mapped newsletter preferences and engagement groups, and coordinated domain authentication. Gradually shifted sending volume between platforms for sender warm-up, monitoring delivery results to protect sender reputation while keeping newsletters running.
- **Development and handoff:** Contributed website fixes and Mailchimp integrations in Next.js/React and TypeScript. Tested changes in Docker and used GitHub pull requests and the development partner's GitHub Actions pipeline for linting, automated tests, build checks, and deployment through Amazon ECR/EKS. Documented release procedures and trained a technical successor.

PROFESSIONAL EXPERIENCE

AT&T Services | Senior Specialist, Network Technology Support

2007 - 2024

Supported enterprise conferencing for business customers, with responsibilities that expanded from AT&T Connect implementations and hybrid deployments to Tier 2 service assurance, service lifecycle management, operational tooling, and practical AI training.

- Served as the team's sole technical resource for AT&T Connect hybrid deployments. Managed installation, patching, and upgrades around business customers' maintenance windows, handled critical troubleshooting, and built staging and production infrastructure for custom streaming applications.
- Helped migrate the team's SharePoint knowledge base into a shared workspace, incorporating staff feedback and consolidating support, training, and project information to reduce daily system switching.
- Founded and administered the AI Think Tank on Yammer, bringing colleagues across organizations together to share practical AI workflows and discuss data security and responsible use.
- Presented LLM Powered Scripting and Synthetic Data to the AT&T Prompt Engineering User Group in May 2024, demonstrating script development, testing, spreadsheet transformations, and synthetic customer data.

Interwise | Sr. Implementations Engineer

2000 - 2007

Managed global application-server deployments and customer implementation projects, with CRM and customer-portal work. Continued with AT&T following its acquisition of Interwise.

ADDITIONAL CONSULTING & COMMUNITY WORK

Ecology Action | Security consulting | 2025 - 2026

Delivered web-application and infrastructure vulnerability reports with remediation guidance, plus an external penetration-test report with password-audit findings. Used Invicti, Rapid7 Nexpose, OpenVAS, and OWASP ZAP to assess exposure and prioritize remediation.

Santa Cruz County CERT | Volunteer Webmaster | 2025 - Present

Connected email and WordPress GraphQL to an AI-assisted website-update workflow with change-plan review, staging, and stakeholder approval. Maintain training information and work with existing program administrators to use the automation processes I designed for them.

Santa Cruz County ARES | Volunteer radio communications | 2026 - Present

Participate in training nets, field exercises, and message handling for emergency communications.

TECHNICAL SKILLS

AI and automation: OpenAI, Anthropic, Gemini, and open models including GLM and DeepSeek; OpenRouter, Vercel AI Gateway and AI SDK, Ollama; multiple self-hosted Hermes instances for system management; model selection, structured outputs, human review and verification; Power Automate.

Cloud and administration: Google Cloud (Vision, Logging, OAuth and API access controls); AWS (S3, CLI); Google Workspace administration.

Development and delivery: Python and JavaScript/TypeScript; Next.js/React; Google Apps Script; Docker; Git/GitHub; GitHub Actions, code linting, and automated testing.

Services and integration: FastAPI, Flask, Nginx, systemd; REST, GraphQL, and MCP; WordPress/WPGraphQL, Shopify, Recharge, and Mailchimp.