

James Ortega

IT Support Specialist & AI Systems Engineer

Specializing in Agentic Workflows, Multimodal Applications & Constructive AI

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Professional Summary

Systems-oriented engineer specializing in the architecture and deployment of agentic AI workflows, multimodal applications, and high-utility data platforms. Expert in "Constructive AI"—developing production-ready systems that prioritize token efficiency, automated evaluation, and domain-specific accuracy in Cybersecurity and Medical Research. Proven track record of managing the full product lifecycle from rapid prototyping on Abacus.AI to version-controlled production environments.

With over 30 years of hands-on experience in Linux administration, network security, and hardware deployment. Expert in virtualization (Proxmox/LXC) and secure network architecture, with a strong commitment to open-source transparency and modern privacy hygiene. CompTIA A+ certified.

AI & Engineering Skills

AI Orchestration

Agentic Workflows • Planner/Researcher/Synthesizer
• Tool/Function Calling • Multimodality (Text/Image/Sound)

Operations & DevOps

Token Analytics • Model Routing Optimization • GitHub Sync/Mirroring • Automated Logging/Auditing

Quality & Security

Weekly QA Testing • Vulnerability Assessment • Hallucination Checks • Deduplication Logic

Web & Data

Link Analytics • Content Aggregation • Scheduled Reporting • Gateway Architecture

Selected AI Productions

Mission Control

— Agentic Research Console

rose.abacusai.app

- Engineered a sophisticated agentic environment for deep-dive research in Cybersecurity, Medical Research, and AI.
- Designed custom multi-step pipelines (Planner → Researcher → Synthesizer) with integrated tool/function calling for structured investigations.
- Optimized for "Least Token" usage: built analytics to route tasks to the fastest/most efficient model for the specific task.
- Implemented advanced logging, auditing, and weekly QA cycles with vulnerability testing.
- Developed deduplication and information consolidation logic to enhance report clarity.
- Automated scheduled email reports; maintained engineering rigor via one-way code sync to GitHub (repo: mission_control).

Port0

— Central AI Gateway

port0.abacusai.app

- Architected a centralized hub and "front door" for a suite of AI-enabled properties, unifying disparate tools into a cohesive user journey.
- Designed for extensibility, allowing rapid integration of new AI experiments and production utilities.

Imzadi — imzadi.love

Multimodal Storytelling & AI Tooling

Creative platform integrating Text + Image + Sound for immersive, AI-assisted narrative experiences.

Phipi.io — phipi.io

Analytics-Driven Link Utility

High-performance link shortener with integrated telemetry and clickstream analytics.

Phipi.me — phipi.me

Technical Content Intelligence

Selective aggregator for high-signal technical content with AI-powered summarization.

Core Technical Skills

 Operating Systems

Linux (Fedora, Ubuntu, Debian, Arch, Red Hat) • macOS (Daily Driver) • Windows 11

 Networking & Security

VLAN Implementation • Firewall Admin • Ubiquiti UniFi • Structured Cabling • VPNs (Tailscale)

 Virtualization & Cloud

Proxmox VE • LXC Containers • VM Management • Home Lab Architecture

 Monitoring & Tools

Zabbix • Uptime Kuma • Warp Terminal • SSH Key Management

 Privacy & Compliance

Email/Domain Segregation • ProtonMail • Signal • Bitwarden/ProtonPass • Data Privacy Best Practices • MFA Implementation • Yubikeys • PassKeys

Mobile Platforms & Security Profile

 Android Ecosystem (2010 – Present)

- Extensive OS Experience:** Over 14 years with Android, from legacy to Canary builds.
- AOSP & Custom ROMs:** Expert in LineageOS, GrapheneOS for enhanced privacy.
- Technical Tooling:** Advanced ADB for device management and troubleshooting.
- Security & Pentesting:** Kali NetHunter for mobile security auditing.

 iOS Ecosystem (2019 – Present)

- Platform Migration:** iOS as daily driver with cross-platform workflow.
- Device Management:** DFU mode, Apple Configurator for device provisioning.

 Specialized Mobile Skills

- Wireless Reconnaissance:** Wi-Fi surveying, Bluetooth LE discovery.
- Hybrid Workflow:** Dual-device strategy leveraging iOS security + Android flexibility.

Professional Experience

Wireless Support Technician

— Startup Wireless Solutions Provider

Contract | Wilmington, NC | 2004

- Provided technical support for wireless ISP division utilizing Fedora Core 1 systems.
- Monitored network health and access point performance using Zabbix.
- Troubleshoot client connectivity issues in a high-growth startup environment.

Network Security Lead

— Community & Church Organizations

Volunteer/Pro-Bono | Various | 2001 – Present

- Designed and deployed open-source firewall solutions (Smoothwall, Endian) to secure organizational data.
- Implemented content filtering, intrusion detection, and secure remote access for non-technical users.
- Provided ongoing IT maintenance and hardware troubleshooting for local community groups.

Key Projects & Technical Achievements

Secure Remote Infrastructure Deployment

— Pandemic Initiative

- Engineered a "rock-solid" secure home network to meet state agency public-facing security requirements.
- Managed multi-thousand dollar upgrade of Ubiquiti networking gear with professional structured Ethernet wiring.
- Implemented logical network segmentation via VLANs to isolate work traffic from personal and guest devices.

Advanced Homelab Management

— Proxmox Environment

- Architected Proxmox-based virtualization environment: 2x Database servers, Web server, Uptime Kuma monitoring, Tailscale mesh.
- Maintains Windows 11 23H2 VM and various Linux distros (Arch, Fedora) for OS-agnostic proficiency.
- Utilizes Warp Terminal for streamlined interaction with LXC and VM instances.

Digital Identity & Privacy Architecture

- Developed domain-segregation strategy to phase out legacy providers (Gmail) in favor of custom domain-based email.
- Migrated communications to ProtonMail and Signal for end-to-end encryption.
- Manages centralized security repository for SSH keys, configurations, and sensitive notes using encrypted password management.

Education & Certifications



CompTIA A+ Certified

Certification ID: COMP001001154143

2003



Network Administration Diploma

Core Focus: Red Hat Linux 2.1 Administration

Technical School | 2002

Community Involvement



Privacy Advocate

Regularly consults with peers and the public on digital hygiene, open-source benefits, and online security.



Open Source Contributor

Actively engages with GitHub projects to maintain and expand Linux systems knowledge.

github.com/rlocone