David Austin

IT Infrastructure & Security | AI Application Development

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PROFILE

Director of IT who ran a statewide nonprofit's entire technology operation, keeping systems at 99.9% uptime while cutting support tickets by 30%. Now builds working AI applications with local language models, Python and agentic workflows, from a private document assistant to a photo-ranking tool. Brings production-grade security and reliability habits to practical, user-focused AI tools.

AI & SOFTWARE PROJECTS

Independent AI application development | 2023 to present

- **Suppie video shorts:** Created about 30 short promotional videos for Suppie, an iPhone app that scans supplement labels, grades the formula and writes a research-backed report. On the App Store, rated 4.5 out of 5 from 147 ratings.
- **Jarvis, a private "second brain":** Built a locally hosted assistant that searches personal documents and email and answers questions about them, running local models through Ollama with a browser interface.
- **AI Photo Culler:** Built a Python application that uses vision-language models to rank photographs, compare alternate edits, explain each score, and export CSV and text reports. Has processed about 2,500 images so far, saving several hours of manual culling.
- **Agentic workflows:** Prototype multistep automations and voice agents connected to external tools, developed with Claude Code, ChatGPT and Perplexity.

Demos and write-ups: amw360.ai/ai-projects.html

EXPERIENCE

Director of IT | New York State Defenders Association | Albany, NY | through April 2025

- Ran all IT infrastructure, including six physical and virtual Windows servers, firewalls, switching and wireless, keeping systems at 99.9% uptime.
- Supported 40+ laptops and mobile devices for a distributed workforce, onsite and remotely, cutting downtime and support tickets by 30%.
- Designed and maintained a secure network with VLAN segmentation, VPN access and firewall policy; deployed ESET and CrowdStrike Falcon for endpoint protection and intrusion detection.
- Led the organization's move to Microsoft 365, replacing legacy systems and improving collaboration.
- Renegotiated internet, VoIP, cloud and support contracts, saving up to 20%.
- Owned backups, disaster recovery and business continuity, plus the full hardware and software lifecycle: procurement, imaging, patching and asset tracking.
- Supervised junior IT staff and contractors, wrote process documentation, and advised leadership on technology strategy, budgets and grant-funded upgrades.

TECHNICAL SKILLS

AI & automation: Local LLMs (Ollama), vision-language models, AI model APIs, agentic workflows, retrieval over documents and email, prompt design, Claude Code, ChatGPT, Perplexity

Development: Python, JSON, PowerShell, batch and VBScript, browser-based app testing, Windows 11, Ubuntu Linux

Infrastructure & security: Windows Server, virtualization, Microsoft 365, TCP/IP, firewalls, VLANs, VPN, endpoint protection, intrusion detection, backup and disaster recovery, RDP and remote support

EDUCATION & LICENSES

Associate of Applied Science, Computer Science | Condie College, San Jose, CA

- FCC Radiotelephone Technician License (W2SSY), valid through August 2035
- FCC Technician License, valid through August 2027
- FAA Part 107 Remote Pilot Certificate, current through July 2027