

ERIC MINISH

AI Infrastructure & Backend Engineer - I build the checks that catch what is breaking quietly

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SUMMARY

AI infrastructure and backend engineering, built from inside operations rather than beside it. Python, Go and SQL; MCP servers, retrieval and evaluation harnesses, ingestion pipelines and the cloud services underneath them - shipped, deployed and maintained, mostly by me. I find the thing that is quietly breaking and build the check that catches it the next time. In customer-success operations that was account risk: churn went from 30% to under 10% because the system flagged customers before they left rather than explaining them afterwards. Lately it has been my own tooling - a proxy that refuses to compress anything it cannot rebuild exactly, a search engine whose evaluation told me half of it did not work, and a well-depth model that lost its most promising variable the moment it was measured against the right baseline.

EXPERIENCE

Systems & Automation Lead

Transactly | Jul 2023 - Present | Remote | Internal title: Lead Customer Account Specialist

- Own the internal systems layer: workflow logic, the integrations around it, and the reporting that makes the result legible. Roughly sixty active project directories, two-thirds touched in the last month.
- Scope and deploy technical workflows across customer success, onboarding, and internal operations using SQL, CRM APIs, and multi-department tooling.
- Built and maintain SQL-backed reporting for subscription logic and billing reconciliation.
- Lead employee onboarding and offboarding workflows tied to access control and system provisioning.
- Design and implement CRM automations across customer success, sales, and partnerships.
- Support internal infrastructure through custom development: ingestion services and scheduled jobs on managed cloud infrastructure, warehouse-backed reporting behind access control, and operational microservices. Python-dominant, TypeScript for user-facing work, ~140 test files.
- Built an LLM-assisted compliance service: transcribes calls and scores them against a rubric, deterministic checks first and human review after, with the model never given the last word.

Customer Success Operations Manager

Transactly | Sep 2020 - Apr 2023 | Previously Client Success Operations Lead, Success Coach, Success Support Specialist

- Cut client churn from 30% to under 10% through process and engagement redesign backed by real-time risk scoring.
- Built and ran SQL-driven credit, billing, and subscription reporting.
- Coordinated ticket workflows across success and transaction-coordination operations, halving issue resolution time.
- Served as the customer-success stakeholder for CRM, internal tooling, and platform workflows.
- Wrote and deployed the customer-success playbooks and onboarding documentation.
- Kept every system running through a 30% headcount reduction. Nothing broke.

Agent and data infrastructure (independent)

2025 - Present

- RunEcho - checks whether a coding agent's claims about code are true instead of trusting them. Used daily for five months.
- terse - compresses AI tool output losslessly: 58% fewer tokens across 365,144 tokens of real API payloads, measured head-to-head against the TOON format, which regresses to -7% on the same corpus. Public, MIT licensed.

- Lodestone - local retrieval over years of working notes, and the evaluation that showed half of it did not work. Published the null result.
- Frostline - spatial models over 50,083 well records; depth is predictable from location, yield is not.
- Reported 32 bugs in a code-analysis tool, including two race conditions reproduced on demand with purpose-built harnesses.
- Two servers other tools call: one issues credentials without exposing the value to the caller, one stores decisions and refuses anything unreviewed.
- Three applications deployed end to end: a task scheduler with calendar sync, an e-signature and payment intake tool, and a lead-intake product for a client.

Customer Success Manager

Geotix | Jun 2017 - Jun 2020 | Traverse City, Michigan

- Handled customer service for 70+ partners, 3,000+ partner clients, and 400,000+ end customers, responding to every ticket within two hours.
- Tested issues for reproducibility before escalating, documented what would not reproduce, and ran the weekly session feeding that back to product.
- Wrote the FAQ and knowledge-base documentation, and carried customer feedback into product recommendations.

Owner and Founder

Independent, contract | Apr 2013 - Jun 2017 | Bellaire, Michigan

- Ran day-to-day operations under five service contracts, handling up to 70 calls and 100 emails a day.
- Created and documented the processes underneath - refunds, chargebacks, phone sales, fulfilment.

District Court Legal Assistant II

4th Judicial District Attorney's Office | Apr 2010 - Mar 2013

- Managed complex caseloads for four attorneys.
- Worked across departments to keep discovery moving so attorneys had time to prepare for hearings.

TECHNOLOGIES

Languages: Python, TypeScript/JavaScript, Go, SQL, Bash

AI & ML: LLM evaluation and benchmarking, retrieval and RAG, embeddings, cross-encoder re-ranking, MCP servers and clients, agent tooling, prompt and eval harnesses, LiteLLM

Data: PostgreSQL, BigQuery, SQLite, ETL and ingestion pipelines, spatial modelling, conformal prediction intervals, reporting and dashboards

Cloud & infra: Google Cloud Platform (Cloud Run, Cloud Scheduler, Cloud Tasks, BigQuery), Docker, Proxmox, Cloudflare Tunnel and Access, Caddy, nginx, systemd, Linux

Platforms & integration: HubSpot Ops Hub, REST APIs, webhooks, Google Apps Script, Stripe, OAuth and access provisioning

Practice: pytest and Go test, CI/CD with GitHub Actions, git, technical writing and documentation

EDUCATION & CERTIFICATIONS

Central Michigan University - B.A. Sociology, emphasis in institutional systems.

Gainsight Customer Success Certified (Level 1 & Advanced, 2021-2022); Customer Success Leader Certified (2022).

PostgreSQL + SQL Bootcamp (2023).