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Cloudflare AI Infrastructure & Integrations

workrr.ai

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I've spent 25 years building the systems that make operations-heavy businesses run. I started as an engineer and product leader, then became a founder and scaled a national recovery operation to \$65M, 20 locations, and 2,000+ people. I've built that system three ways: with people and process, with software through OpenCollect and the communications and payments platforms at Open Holdings, and now with AI agents. Reclaire, the agentic collections platform I founded and built on Cloudflare, runs in production at the collections company I co-own. It handles outreach, voice, negotiation, and payments. At workrr.ai I build that same kind of production AI for other businesses, on Cloudflare and in their own account, so it ships in weeks instead of quarters.

CORE EXPERTISE

Agentic AI systems · Cloudflare Workers, Workers AI, AI Gateway, Vectorize, Durable Objects, D1, R2, Queues, Workflows · AI voice and SMS agents · Model routing and fallback · APIs and integrations · Communications platforms (Telnyx, Twilio, Asterisk, FreeSWITCH) · Payment workflows · Founder-level P&L and scaled operations · Product and technical program leadership

EXPERIENCE

workrr.ai

Feb 2023 – Present

Founder & Principal Engineer, Cloudflare AI

- Build AI systems that take real work off people's plates, live in weeks instead of quarters, and owned outright by each client's team in their own Cloudflare account.
- Founded and built Reclaire, an AI collections platform running in production at the collections company I co-own, handling outreach by text and voice, negotiation, and payments in one system.
- Built workrr Studio, which lets businesses hand work to AI step by step, so agents earn more autonomy only after a named person approves their results.
- Launched workrr trust (trust.workrr.ai), which certifies the work AI agents produce before a business relies on it.
- Delivered GlassMaster, the production system 2U Glass & Tint runs its operations on, built over two years with a three-developer team.
- Keep AI running costs low and avoid vendor lock-in by treating models as interchangeable parts and matching each job to the right one.

Open Holdings Technology Solutions

Aug 2011 – Feb 2023

Founder & Principal Architect, Cloud, Communications & Payments Platforms

- Turned the collections playbook I had scaled by hand into OpenCollect, a subscription CRM that agencies ran their operations on until 2015.
- Built the voice, text, and dialer systems that let call centers reach customers at scale.
- Moved telecom, collections, CRM, and payments businesses off aging systems and onto the cloud.
- Bridged executive priorities and engineering, turning business goals into systems that shipped.

Nationwide Recovery Group

Aug 2009 – Sep 2014

Founder & CEO

- Built a bootstrapped startup into a national operation with \$65M in revenue, 20 locations, and 2,000+ people.
- Owned strategy, P&L, and operations, with more than \$500M in assets under management.
- Used technology as the competitive edge: the dialer, workflow, payment, and compliance systems I built kept 2,000+ people productive and the business compliant as it scaled.

Foundation (1996–2009)

engineer, product, delivery, operations

- Six Sigma Qualtec — Technical Program Manager, Enterprise Software & Analytics | Sep 2005 – Aug 2009. Led enterprise software and business intelligence programs: requirements, budgets, stakeholders, delivery.
- i-Solutions Global — Director of Operations, Americas | Jun 2004 – Jul 2005. Ran regional delivery, quality, and customer outcomes.
- Six Sigma Qualtec — Product Manager, Enterprise Software | Mar 2001 – Jun 2004. Owned roadmap, requirements, and releases.
- BusiGeek — Senior Software Engineer, Full-Stack Web & Data | Sep 1996 – Mar 2001. Built web applications, enterprise components, and databases.