

JERRYLEE CAMACHO

GovTech SaaS Implementation | AI Agent Development | Technical Project Leadership

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PROFESSIONAL SUMMARY

I run government SaaS implementations for a living, and I spent 17 years as the government customer before that. At Sovra I own customer onboarding from kickoff through activation across three states: discovery, configuration workshops, data conversion, training, UAT, go-live, and hypercare. At the City of Weston I built Weston OS, an agentic AI research agent for city clerk records, permits, and building codes, before there was a product like it to buy. I have sat on both sides of the kickoff call.

15+ government SaaS implementations delivered, go-lives averaging **6 weeks ahead of schedule** · **17 years** in local government IT · **\$11M+** in gov technology projects · Creator of **Weston OS**, the City of Weston's agentic AI research platform

EXPERIENCE

Sovra (formerly EcoInteractive) | Senior Implementation Specialist | Remote

2025 – Present

GovTech SaaS for state DOTs, county DOTs, and MPOs (ProjectTracker)

- Delivered **15+ government SaaS implementations** end to end, from kickoff through activation (discovery, configuration workshops, data conversion, training, UAT, go-live, hypercare), with go-lives averaging **6 weeks ahead of schedule**
- Developed Claude-based AI skills that automate ETL loads and data conversion**; recognized for AI work on the implementation team and selected to present the approach to the entire company, and it now runs as a repeatable playbook across all implementations
- Create and manage detailed implementation plans, milestones, and success criteria; coordinate cross-functionally with Product, Engineering, and Customer Success to deliver deployments on schedule
- Lead discovery sessions to document customer processes, requirements, and goals, then translate them into actionable configuration and data setup plans
- Manage data imports end to end: analyze customer datasets, flag data quality issues, map fields and non-standard codes, and validate quality before load
- Primary point of contact across **concurrent implementations in New York, Florida, and Illinois**; track and report progress to internal stakeholders and customers, surfacing risks, blockers, and dependencies early with mitigation options
- Guide each customer to their first live use cases and value realization milestones, then run structured handoffs to Customer Success for ongoing management
- Author onboarding packets, runbooks, training guides, and implementation templates; contribute field feedback that improves tooling and product usability

City of Weston, FL | IT Manager

Dec 2022 – 2025

- Directed a **\$2.3M technology portfolio** and 6-person team serving 300+ daily users across 6 city departments
- Built and rolled out Weston OS, an agentic AI research platform for the City of Weston**: fully automated research of city clerk records, complete permit fee calculations with itemized surcharges, building code answers with citations, and commission meeting search with video timestamps
- Implemented a new ITSM platform from scratch and drove **94% user adoption in 6 months** through hands-on training and change management; first-contact resolution rose from 30% to 65% and resolution time dropped 55%
- Deployed South Florida's largest known municipal Verkada physical security platform (cameras and access control) across all city facilities
- Primary escalation contact for 50+ technology vendors; negotiated SaaS contracts saving **\$125K annually**

City of Miramar, FL | IT Manager

Jan 2017 – Dec 2022

- Managed a **\$5.6M technology portfolio** for a city of 140,000+ residents; supported 1,500+ users across 30 facilities
- Deployed remote work for **1,500 employees in 72 hours** during COVID-19 with zero operational failures
- Delivered a 1,500-phone Cisco unified communications rollout with zero downtime, including staff training workshops and first-week escalation handling
- Maintained **99.999% uptime through Hurricane Irma**; led cloud migrations, fiber buildouts, and network overhauls totaling \$11M+ in infrastructure projects across tenure

Telx Technologies | Senior VoIP Manager

Nov 2013 – Jan 2017

- Primary technical contact for 100+ call center clients processing 200,000+ monthly call minutes; built customer success frameworks that **reduced churn 30%**

COMMUNITY LEADERSHIP

The Door Christian Church (thedor.cc) | Lead Pastor & Founder

Mar 2021 – Present

- Founded and scaled an organization from a living room gathering to **200+ monthly visitors**, running all operations (scheduling, giving, check-ins, groups) on SaaS from day one
- Personally onboarded and trained every volunteer and ministry leader; built scheduling templates that cut weekly prep time 60%

SKILLS

Implementation & Project Management: implementation plans, milestones, success criteria, risk and dependency management, cross-functional coordination, stakeholder reporting, discovery facilitation, UAT, go-live readiness, hypercare, Customer Success handoffs, Smartsheet, Jira, Confluence, SharePoint

Technical Configuration: no-code/low-code workflow builds (form design, routing logic, approvals, notifications), data imports and field mapping, user permissions, ETL (Power Query, Python/pandas), API integrations, end-to-end integration testing

AI & Automation: AI agent development, configuration, and tuning (Claude, Claude Code, Hermes Agent by Nous Research, GPT/OpenAI APIs), Model Context Protocol (MCP), agentic workflows, prompt design, RAG pipelines, Firecrawl, Cloudflare Workers, Make.com, Power Automate

Government Domain: local government operations, permitting and building codes, public meetings and records, municipal procurement, federal transportation compliance (TIP/STIP, FHWA/FTA)

EDUCATION & CERTIFICATIONS

Computer System Technology, Sheridan Technical College · PMP Boot Camp (Global Knowledge) · CCNA Training (New Horizons)