

Michael Charles

AI Operations & Implementation · Agent Workflows · MCP · Governance & Verification

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AI operations and implementation operator with eleven years in IT operations — infrastructure, Microsoft 365 and identity, endpoint and service operations across public sector and private industry. I build agent-assisted workflows with source controls, quality gates and human review, and I document what is proven, what is still being measured, and where a system has to stop.

EXPERIENCE

Chief Information Officer (Client: RDS Capacity Solutions)

May 2026 – Present

Zero Disruption IT, LLC · Contract · Remote · national freight brokerage

- **Transition.** Led planning and coordination for an MSP-to-internal IT ownership transition, aligning vendor, access, inventory, security and operating workstreams, and designed the transition intake covering infrastructure, admin access, security tools, backups, subscriptions, open work and operational handoff.
- **Platform and cost analysis.** Evaluated Microsoft 365 licensing and security-control options, mapping identity, endpoint, email-security and backup capabilities to operational requirements. Analyzed licensing, backup, email-security and managed-service cost components to clarify pricing drivers and decision tradeoffs. Mapped MFA, email-security and backup-control requirements to proposed successor controls while preserving unresolved evidence and verification gates.
- **Workflows.** Built and governed agent-assisted workflows; adoption and impact metrics are being documented. Developed packaged AP/COGS and AR reconciliation workflows with launchers, a bundled runtime, review outputs and fail-closed validation.
- **Data pipeline and dashboard.** I own the operating requirements, deployment decisions, and source tie-out for data-pipeline and leadership-dashboard software with source controls, validation gates, monitoring, and scoped recovery. AI agents assisted with implementation, testing, deployment, and adversarial review. RDS leaders retain operational and finance definitions and acceptance authority; Descartes owns the source feed and vendor-side behavior.

Technical Director

Nov 2025 – Present

Zero Disruption IT, LLC · Eugene, OR · zdit.io

- AI integration consulting for small and mid-sized businesses: finding the manual processes a team has been living with, deciding where AI and automation actually make sense, and building it into the tools they already use. I lead the work directly; AI agents assist with implementation under review.
- Discovery sprints through full transformation programs. Fixed pricing, documented checkpoints.
- Designed the governance model, source controls and review gates for a local cross-agent memory system that lets multiple AI tools share source-backed context, proposals and verification artifacts. AI coding agents assisted with implementation under review.
- Anthropic Claude Partner Network member.

Network Support

Nov 2024 – Present

Pleasant Hill School District #1 · Full-time · Pleasant Hill, OR

- Sole hands-on IT administrator for a 950-student, two-school district, working alongside the Director of IT across server, network, security and endpoint operations.
- Modernized the district's virtualization, backup and disaster-recovery environment across two school sites.
- Deployed district-wide network-detection and patch-management controls and led the phone-system migration to VoIP.
- Maintained endpoint, directory, security-awareness and hardware-lifecycle operations.
- Built PowerShell and API tooling for recurring administrative workflows.

IT Systems Technician I

Nov 2022 – Sep 2024

Tulare County Superior Court · Full-time · Tulare County, CA

- First point of contact for court-wide desktop, network, server, storage, and system-integration support in an operationally sensitive environment.
- Administered VMware vCenter/ESXi supporting court operations, and the Crestron AV systems behind every courtroom.

Information System Technician

May 2018 – Nov 2022

City of Reno · Full-time · Reno, NV

- Security administration, user accounts, and network resources across city government infrastructure. Joined via TekSystems contract and converted to full-time staff.

Network Operations Center Analyst

Jan 2015 – Apr 2017

Copart · Full-time

- Monitored infrastructure across 160+ domestic and 30+ international locations from a centralized NOC; key contributor to the migration of 400+ servers to colocation.

SKILLS

AI & governance Claude · Claude Code · Codex · custom MCP servers · agent workflow design · human-in-the-loop review · quality gates · fail-closed validation · claims schemas with confidence and risk classes

Build & data Python · SQLite · Docker · Linux VPS · PowerShell · REST and SFTP integrations

Platform & security Microsoft 365 / Entra ID · Intune · Proxmox · VMware · Veeam · Sophos NDR · Huntress · Proofpoint · Pax8

CERTIFICATIONS & EDUCATION

Anthropic — Claude 101 · Claude Code in Action · Introduction to Agent Skills (2026)

Lane Community College — Associate's Degree, Network and System Administration, 2007–2009

Partnerships — Anthropic Claude Partner Network (Zero Disruption IT)