

Kitz Shondel Boy Rulona

AI WORKFLOW ENGINEER · CLAUDE PROMPT ENGINEERING & BUSINESS AUTOMATION

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SUMMARY

Computer engineer and founder of Hex Colony, a small automation studio that has served 3 client organisations. I build and run Claude-based systems for everyday business work — invoicing, service-desk triage, lead follow-up — using the Messages API, the Agent SDK, custom MCP servers, and n8n, with Claude Code as my daily driver. Before that: embedded systems and IoT, which is still where the odd client project lands.

CORE SKILLS

- Claude & Prompt Engineering:** system-prompt design, structured/JSON outputs, XML-tagged prompts, few-shot, prompt chaining, evals & output analysis, Claude Messages API, custom MCP servers, Claude Agent SDK, scheduled agents, Claude Code (daily)
- Automation & Integration:** n8n (self-hosted, Docker), API integration, human-in-the-loop approval workflows, Discord / Google Sheets / Gmail, CRM data modelling (HubSpot / Salesforce / VinSolutions-style records)
- Coding:** Python, TypeScript/JavaScript, REST APIs, Git; C/C++ & embedded (ESP32, FreeRTOS)
- Domain:** customer-service & sales workflow automation, IoT, robotics simulation

CERTIFICATIONS

- Anthropic** — Claude 101 · Claude Code 101 · Claude Code in Action · Claude Platform 101
- HubSpot Academy** — Sales Hub Software Certified

SELECTED PROJECTS

Autonomous Overnight Ops Agent — *TypeScript, Claude Agent SDK, custom MCP server*

An agent that works a service desk's overnight message queue so no one opens a backlog in the morning. A custom MCP server exposes the CRM and knowledge base as tools; on a schedule, the agent matches each message to a customer record, grounds any price it quotes in real data, drafts replies, and sets complaints and safety issues aside for a human. The MCP layer has its own automated end-to-end test suite.

Claude Service Inquiry Triage & Reply Assistant — *Python, Claude Messages API*

Classifies inbound automotive-service messages (booking, quote, parts, complaint), scores urgency, drafts a reply, and writes structured records to a CRM. Complaints and safety issues always stop at a human-approval gate. Labelled an eval set and used it to tune the escalation prompt; human-escalation accuracy went from 91% to 100%.

Claude Lead Qualification & Follow-up Engine — *Python, Claude Messages API*

Scores inbound sales leads against a BANT rubric, tiers them hot/warm/cold, drafts personalised follow-ups, and produces a ranked call queue in the CRM. Eval-driven prompt tuning raised escalation accuracy from 75% to 100% while tiering accuracy held at 100%.

Hex Colony Invoice Automation — *n8n, Discord, Google Sheets, Gmail — in production*

The pipeline Hex Colony actually invoices through. A request is parsed and validated, previewed in Discord for approval, auto-numbered with duplicate detection, sent as a branded invoice email, and logged to Google Sheets with scheduled reminders. Creating an invoice used to take about 15 minutes; it now takes about one.

EXPERIENCE

Founder & CEO — Hex Colony

Butuan City, Philippines · Sept 2025 – Present

- Founded a technology startup doing workflow/AI automation, IoT, and web development; 3 client organisations served to date.
- Design and deliver the automation systems above — the production n8n invoice pipeline plus Claude-based prototypes for customer service and sales.
- Run **Urbiony**, an agri-tech venture (IoT hydroponics monitoring) under Hex Colony; partnered with the Department of Agriculture and reached national finalist in the Young Farmer Challenge.

IoT / Firmware Developer

Project-based

- Built embedded systems on ESP32 (sensors, BLE, FreeRTOS, PCB design) and robotics simulations (MuJoCo; Unitree B2 quadruped and H1 humanoid).

TRAINING & LEADERSHIP

- Ran hands-on IoT/Arduino training for 30 participants in the Caraga region; used to teaching technical tools to non-experts.

EDUCATION

B.S. in Computer Engineering — Mindanao State University–Iligan Institute of Technology (MSU-IIT) · 2024