

# Robert Lincoln Jones

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## EDUCATION

### University of Michigan – Ann Arbor (Double Major)

*Bachelor of Science in Physics and Economics*

Ann Arbor, MI

*Aug. 2025 – May 2029*

- **Activities: 1 of 6 Finalists** in the Michigan Investment Competition, **Tech Scholar and Technical Consultant** in Ross Business + Tech, Michigan Autonomous Robotic Vehicles (Machine Learning Researcher)

## EXPERIENCE

### Coretek Services

*AI & Automation Solutions Intern*

Farmington Hills, MI

*March 2025 – Present*

- **Promoted** from Summer Technical Consultant Analyst to founding member of the internal AI & Automation team.
- Created billing dashboards using **Azure Workbooks (SQL/KQL)** visualizing data for **400+ customers** and **221K+ cloud desktops**, synthesizing complex cloud usage and billing data into clear, actionable views for clients.
- Developed automations using **Python, Azure AI Foundry, and Power Platform**, projected to save **\$35,000 USD annually**.

### Ross Business + Tech

*Tech Scholar*

Ann Arbor, MI

*2025 – Present*

- Recruited as a Tech Scholar to co-lead and run a new AI hackathon, the first collaboration of its kind between the Ross School of Business and the College of Engineering.
- Leading challenge design, operations, and coordination for the inaugural event.

### Tech Plus Consulting

*Product Manager — Technical Analyst*

Ann Arbor, MI

*Sept. 2025 – Present*

- Leading product strategy and technical design for **Agori**, a quantitative finance recruiting platform supporting large-scale, competitive recruiting events for flagship customers like **Citadel**.
- Conducted technical architecture design and market research for an energy safety startup developing an **IoT dashboard SaaS** scalable to **thousands of deployed units**.
- Produced wireframes and product specifications using **React.js, Figma, and Replit** to align engineering, design, and business stakeholders.

### Calico IT

*Software Engineer → Product Manager*

San Diego, CA — Remote

*Dec. 2024 – Oct. 2025*

- Served as a **product manager and technical resource** on a full client-facing AI project from design to delivery.
- Built and maintained an **AI agent system** used by **15+ employees** to automate ITSM and accounting workflows.
- Integrated **Halo PSA** and **Teams** using Python and RPAs to streamline daily business processes.

### Tappan Hill Ventures

*Summer Research Analyst (Part-Time)*

Ann Arbor, MI

*May 2025 – Aug. 2025*

- Led technical and market due diligence on early-stage startups, **2 of which received investment**.
- Evaluated technology and market fit for **4 early-stage B2B SaaS startups** (including **YC-backed** companies).
- Synthesized findings into investment memos presented to partners.

## PROJECTS

### AWS & Lincoln Financial 10th Hackathon

*1st Place Overall – \$5,000 Prize*

- Led software **architecture, product design, and presentation** for an AI-driven benefits platform in under **24 hours**.
- Developed backend and AI systems using **React.js, Node.js, AWS, OpenAI, and ElevenLabs** ([Devpost submission](#)).
- Managed pitch and demo delivery, winning **1st place overall**.

### Dialem AI – AI Customer Service Voice Agent

*Head of Product, CEO & Founder*

*2025*

- Built an end-to-end AI voice agent platform for multifamily real estate using **ElevenLabs** and **OpenAI**.
- Architected production infrastructure on **AWS** using **ECS, S3, and RDS** to support scalable concurrent call handling.
- Developed a full-stack app with **Next.js, React, and Node.js** for CRM/PMS integration and real-time data sync.

## SKILLS

**Technical:** Python, JavaScript, SQL, HTML/CSS, Flask, React, NumPy, Azure, AWS, RPA

**Business & Consulting:** M365 Suite, Market Analysis, Process Automation, Cloud Strategy, Data Analytics, Client Communication, Due Diligence, Project Scoping, Presentation Design

**Ask me about:** My 3 state powerlifting records, music (all but country), Rubik's cubes, butterfly knife tricks