Joshua Vogel · AI & Automation Portfolio

Companion artefact to either resume. One page. Evidence-heavy.

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What This Document Is

A concrete record of what I've built since 2024 to make Customer Success an AI-native practice. Every item is in production or actively maintained as of May 2026. Numbers are real. Code is mine. Customer outcomes attached.

The Stack

Cloudflare's own platform: Workers + D1 + Pages + AI Gateway + Agent Memory. OpenCode (Anthropic-backed agentic CLI) + Model Context Protocol (MCP). GitLab for source control and MR-driven review.

I eat my employer's dogfood. Every CS automation I run depends on the same product I sell.

Five Builds That Run Every Day

1. CSM Hub Dashboard

Workers + D1 + Pages | TypeScript | 151 commits | live

Single-pane operating system for daily CS work: morning brief, midday checkpoint, EOD wrap, account intelligence, escalation tracking, meeting prep, recap drafting. Custom sync-daemon for local↔remote state. Skill-bridge daemon converts dashboard interactions into agentic skill invocations.

2. Production CS Skills Library

OpenCode + MCP + Anthropic Claude | 54 shipped skills

Each skill is versioned, telemetered, self-healing via maturity-progression framework (draft → tested → trial → crystallized). Categories include account research, churn-risk scoring, jargon translation, customer follow-up drafting, QBR analytics, repo bootstrap, doc audit, policy verification, and morning/midday/EOD orchestration.

3. Cross-Org Library Contribution

GitLab MR flow | 119 commits | maintainer-level access

Personal fork of my employer's CS shared library with multiple AI-reviewed merge requests merged: CSM-tailored customer usage analytics, QBR chart generation (HTML/CSS rendered via headless Chrome), repo-bootstrap tooling, doc-drift audit skill. Active peer collaboration on a unified hub merger workstream.

4. Agentic Codex (AGENTS.md System)

~3,000 lines | git-managed governance layer

Modeled after my employer's internal Engineering Codex pattern. AI-consumed at every touchpoint. Codifies account-memory protocol, voice profile, depth control, escalation paths, sub-agent delegation matrix, session-cost tripwires, and 20+ non-negotiable rules covering security, attribution, customer-artefact destination, and sensitive-file handling. Reviewed and tightened on a fortnightly autonomous audit cadence.

5. 42 Scheduled Automations

launchd | running daily

Auth-aware, idempotent, fail-safe production jobs running on a Mac client. Critical paths: morning brief at 9:45 AM with 3 catch-up windows, midday checkpoint at 12:00 PM, EOD wrap at 5:00 PM, daily account enrichment, business-reviews refresh, fortnightly asks-vs-state audit, weekly tooling-discovery scan, Monday delegation rollup.

Concrete Outcomes

Metric	Result
QBR generation cycle	Compressed 75% via AI data synthesis
Hub Dashboard commits	151
Production skills shipped	54
Scheduled automations live	42
Commits to internal CS shared library	119
Active enterprise portfolio	$10.5M ARR, 44 accounts, 147% NRR, 100% logo retention
Pipeline generated alongside automation work	$934K upsell/cross-sell

How I Work

I don't outsource the work to AI. I build the system that makes the work better. Every automation came from a problem I had as a CSM, solved at the source.

The dashboard exists because the morning brief was good but unreadable on a phone. The audit-runner exists because asks were getting lost between sessions. The codex exists because the same mistakes kept happening across separate AI sessions until they got codified into a rule.

What this produces is a working model for AI-native Customer Success. Not "CS with an AI tool bolted on." CS as a practice that fundamentally assumes agentic infrastructure underneath.

How To Read This

Pair this with either resume.

If the role is traditional CS leadership, the resume tells you who I am as a leader and this document is supporting evidence that I build the systems other CSMs wish existed.

If the role is AI-native (Forward Deployed Engineer, Applied AI Architect, AI Success Engineer, AI Solutions Engineer, CS Engineering hybrid), this document is the lead and the resume is the credential layer underneath.

I'm not promising AI fluency. I'm showing the work.