

Jonathan Carreiro

Technical Deployment Lead · AI Agent Delivery · Regulated Industries

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PROFILE

Senior Technical Project Manager with 10+ years leading regulated-industry software delivery at scale, paired with hands-on production experience deploying agentic AI systems built on Claude. Currently run four concurrent Agile teams at American Family Insurance driving partner integrations with GEICO, Costco, GM OnStar, and Progressive. Independently shipped three production civic-tech applications for the Town of Swansea, MA — including a Claude Sonnet 4.6 grant-research agent and a document-ingestion pipeline using the Anthropic SDK. Combines executive presence in front of stakeholders (former elected Planning Board Chairman) with a builder's depth — comfortable from statement-of-work and security review through schema design and tool-calling implementation.

PRODUCTION AI / AGENTIC DEPLOYMENTS

Swansea Planning Board Platform

maplanningsoftware.com

Next.js · TypeScript · Postgres · Prisma · Vercel · Anthropic SDK

- Designed and shipped an agentic grant-research workflow on **Claude Sonnet 4.6** using structured tool calling (`submit_grants` schema) with a municipal-context system prompt and a URL-verification pipeline to mitigate hallucinated funding sources.
- End-to-end ownership: discovery with elected officials, scope, data model, deployment to Vercel, and stakeholder rollout. Live in production for the Town of Swansea.

Swansea Town Meeting Voting App

Next.js · Pusher · Anthropic SDK · Vercel Blob

- Built a realtime moderator-controlled voting platform with room codes and live tallying for in-person town meetings.
- Integrated the **Anthropic SDK** to parse uploaded warrant documents into structured ballot articles, eliminating manual data entry by the town clerk.

Swansea Permits — Building Department SaaS

Next.js App Router · Server Actions · Prisma · pdf-lib · Vercel Blob

- End-to-end permitting workflow: applicant wizard, fee calculation, staff review queue, status transitions, and coordinate-based overlay onto the official Commonwealth of Massachusetts state PDF.
- Implemented an "Official Use Only" issuance flow with gated state-PDF generation, audit logging, and a regenerable signed-permit artifact.

PROFESSIONAL EXPERIENCE

Senior Technical Project Manager / Scrum Master · Homesite Insurance / American Family Insurance

Aug 2020 – Present

- Run **four concurrent Agile delivery teams** across the full SDLC, facilitating all ceremonies and serving as primary point of contact to senior CIS leadership.
- Lead strategic third-party integrations with **GEICO, Costco, GM OnStar, Progressive, and The General** — multi-stakeholder delivery in a regulated insurance environment.
- Transformed enterprise release cadence from 6-week deployments to a consistent **bi-weekly delivery** schedule, materially compressing time-to-market.
- Proactively surface impediments and run exploratory workshops to identify downstream impacts before they hit the release train.

Project Manager · Amica Mutual Insurance

2019 – Aug 2020

- Partnered with business stakeholders to initiate projects, define scope, and author Project Charters; reported on portfolio status to upper management.
- Coordinated internal and external resource allocation across simultaneous workstreams; ran exploratory workshops to manage downstream risk.

Scrum Master · Amica Mutual Insurance

2017 – 2019

- Servant-led configuration and integration teams; facilitated Sprint Planning, Retrospectives, and multiple daily scrums spanning developers and business analysts.
- Led **JIRA migration from IBM ClearQuest** with parallel-run maintenance; authored what became Amica's most comprehensive Confluence documentation set.

Business Systems Analyst · Amica Mutual Insurance

2016 – 2017

- Liaison between SMEs and development teams — translated business needs into unambiguous requirements, user stories, and process flows.

Guidewire Configuration Developer · Amica Mutual Insurance

2015 – 2016

- Developed business rules, J-Unit tests, and defect resolution in Guidewire Studio; shipped Renter's Essential, CIS Secret Screen, Out-of-Sequence Transaction Handling, and Renewal Process enhancements.

CIVIC LEADERSHIP

Chairman / Member, Planning Board · Town of Swansea, MA (Elected)

Aug 2021 – Present

- Elected official administering the Subdivision Control Law under M.G.L. Chapter 41; oversee zoning bylaw amendments and municipal land-use decisions.
- Direct experience navigating regulated procurement, public records, and compliance constraints — the operating environment custom AI deployments increasingly need to live inside.

SKILLS

AI / Agentic

Anthropic SDK · Claude Sonnet 4.6 · Tool calling · Structured outputs · Prompt & system-prompt design · Hallucination-mitigation (URL verification) · Vercel AI primitives

Delivery

Agile / Scrum at scale · Multi-team scrum mastery · Release management · Statements of work · Risk & impediment mitigation · Stakeholder communication

Engineering

TypeScript · Next.js (App Router, Server Actions) · Prisma / Postgres (Neon) · Vercel · pdf-lib · Java · Gosu · HTML · Guidewire Studio

Tooling

JIRA / Confluence (ACP-600) · IBM ClearQuest · MyEclipse · Microsoft Excel (Advanced) · Git

EDUCATION & CERTIFICATIONS

Bryant University — Master of Business Administration (MBA)

2019 – Present

University of Massachusetts Dartmouth — B.S., Management Information Systems

2012 – 2014

Bristol Community College — A.S., Business Administration

2010 – 2012

Scrum Master Certified (SMC) · Atlassian JIRA/Confluence Certified (ACP-600)