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ATS / recruiter view

Henry Perkins

Solutions Engineer | AI Workflows, WordPress, and API Integrations

Greater Chicago Area, Illinois (Open to US remote) | henry@lakefrontdigital.io | linkedin.com/in/henryperkins | github.com/henryperkins | hperkins.com

Professional Summary

Customer-facing technologist focused on AI-assisted workflows, WordPress and WooCommerce delivery, API integrations, and technical documentation. I build implementation, onboarding, and support systems that reduce friction for customers and internal teams.

Selected Evidence

- Customer-facing technical, support, community, and operations work since 2007.
- 3 public projects with live URLs or public repos: Prompt Forge, HPerkins.com, WordPress Portfolio (wp-hperkins-com).
- Implementation ownership from discovery and scoping through delivery, launch, and post-launch support.
- Experience that bridges support, product, engineering, documentation, and community-facing work.
- Public proof across AI workflow tooling, React/TypeScript delivery, Cloudflare deployment, and WordPress theme development.

Experience

Independent Technology Consultant

Lakefront Digital | Greater Chicago Area, IL (Open to US remote) | Oct 2022 - Present

- Delivered customer-facing implementation projects across WordPress builds, API integrations, documentation, and AI-assisted workflow prototypes from discovery through launch and post-launch support.

- Built reusable documentation and API-connected automation that reduced manual handoffs and improved maintainability across client engagements.
- Shipped WordPress, WooCommerce, and Cloudflare-backed web experiences with structured content models, smoke-check automation, and deployment workflows.

Shift Supervisor

Starbucks | Greater Chicago Area, IL | Apr 2019 - Sep 2022

- Coordinated frontline teams across high-volume shifts, handling escalations and maintaining service, safety, and workflow standards during peak periods.
- Reduced customer-facing friction by standardizing handoff procedures and escalation paths during daily operations.

Starbucks Manager

Sodexo | Illinois | 2018 - 2019

- Ran daily operations for a Starbucks unit with accountability for food safety, service quality, staffing, and inventory.

Freelance Artist / Consultant

Clinique | Illinois | 2015 - 2017

- Provided customer-facing product consulting and education that helped shoppers choose appropriate skincare and cosmetics solutions.

Happiness Engineer

Automattic, Inc. (WordPress.com) | Remote | Oct 2012 - Nov 2012

- Resolved customer issues across WordPress.com publishing, site configuration, billing, and domain/DNS workflows — turning recurring problems into documentation, bug reports, and reproducible details for product and engineering.
- Reduced confusion around account and site configuration by delivering clear written troubleshooting that addressed root causes, not just symptoms.

Developer Community Manager

PageLines, Inc. | Remote | May 2012 - Oct 2012

- Supported a developer community around the PageLines ecosystem through onboarding content, tutorials, and day-to-day relationship management.
- Translated community questions and feedback into clearer product priorities and developer guidance.

Customer Service Representative / Sales Associate

Micro Center | Illinois | 2009 - 2012

- Supported customers in a fast-paced retail technology environment through troubleshooting, consultative product guidance, and service recovery.

Writing Coach / Editor

Youth Communication Chicago | Chicago, IL | 2007 - 2008

- Coached Chicago-area students through writing and journalism workshops that strengthened communication, editing, and storytelling skills.

Projects

Prompt Forge

A TypeScript AI-workflow platform - prompt building, storage, and sharing - developed in the open.

Link: <https://github.com/henryperkins/ai-prompt-pro>

- Public repo, in active iteration; I'm shipping it incrementally rather than waiting for it to be polished.
Delivery context: Product architect and full-stack builder across UX, persistence, and enhancement-service orchestration. Stakeholders: Prompt authors, signed-in builders, and community contributors using the app as a durable workflow instead of a one-shot demo.
Repeatable asset: Reusable inference heuristics, docs-freshness checks, and split frontend/service release workflows.

Stack: React | TypeScript | Azure enhancement service | Neon Postgres

HPerkins.com

Evidence-backed consulting portfolio with case studies, resume surfaces, and GitHub-backed proof data.

Link: <https://hperkins.com>

- Outcome: Built an 11-route portfolio SPA backed by 13 Worker endpoints so case studies, resume surfaces, GitHub proofs, and contact flows ship from one governed system.
- Delivery context: Principal consultant and implementation owner across content architecture, front-end delivery, Worker runtime, and release governance. Stakeholders: Consulting prospects, recruiters, and collaborators who need public proof, not just repository links.
- Repeatable asset: Reusable page laws, contrast probes, route checks, and GitHub-proof proxy patterns applied across the portfolio.

Stack: React 19 | TypeScript | Vite 7 | Cloudflare Workers | WordPress proxy

WordPress Portfolio (wp-hperkins-com)

Public WordPress block-theme repository for the custom henrys-digital-canvas portfolio implementation.

Link: <https://github.com/henryperkins/wp-hperkins-com>

- Outcome: Replatformed the portfolio into a WordPress build with 13 custom blocks, 2 dynamic route families, and 3 smoke suites to keep the live theme safe to ship.
- Delivery context: Platform consultant owning content-model translation, theme architecture, and release safety for the WordPress build. Stakeholders: Site editors, portfolio visitors, and live-site operations where publishing changes cannot break routed content.

- Repeatable asset: Structured data contracts, custom block patterns, and a route/API/browser smoke workflow for safer releases.

Stack: WordPress block theme | Gutenberg custom blocks | PHP | theme REST API

Education

- B.S., Organizational Leadership, Arizona State University (Expected May 2026)
- A.S., Business Administration & Management, College of DuPage (2013)
- Studies in Journalism & Mass Communications, Columbia College Chicago (2007 - 2008)

Skills

- **Languages & Frontend:** TypeScript, JavaScript, React, PHP, Python
- **AI & Automation:** OpenAI API integrations, AI workflow prototyping, Prompt design, Workflow automation
- **WordPress & Web Delivery:** WordPress, WooCommerce, Cloudflare Workers, Vite, Tailwind CSS
- **Support & Enablement:** Technical support, Escalation triage, Documentation, Customer onboarding, Developer enablement
- **Tools & Workflow:** Git, GitHub, REST APIs, Webhook configuration, Zendesk, Jira
- **Leadership & Operations:** Team coaching, Cross-functional collaboration, Process improvement, Stakeholder communication