HUGO BARBOSA

AI ENABLEMENT | WORKFLOW DISCOVERY | HUMAN-IN-THE-LOOP SYSTEMS

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SUMMARY

AI-native operator and systems builder with 14 years inside a live hospitality business and more than two years translating operational and marketing problems into documented workflows, lightweight applications, and human-reviewed AI tools. Builds beyond basic prompting: maps business rules, grounds model outputs with tools and approved context, tests against real cases, documents operating constraints, and iterates from user behavior. Brings frontline communication skills and a practical understanding that successful AI enablement requires adoption, not just deployment.

SELECTED AI ENABLEMENT PROJECTS

Catering Inquiry Triage Agent - Evaluation & Pilot Jun 2026-Present

- Mapped the restaurant's inquiry workflow into an AI-assisted qualify-route-draft process; every customer reply remains subject to human review, while deterministic tools handle service boundaries, pricing, and business facts.
- Hand-labeled 166 historical inquiries and built a Python/Pytest evaluation harness; the documented test set reached 134/134 passing cases while keeping raw guest data out of demonstrations and published materials.
- Designed the workflow around operator trust and exception handling rather than autonomous sending; documented privacy rules, canonical claims, review authority, and the boundary between model judgment and business logic.

Events Workflow & Human-Review Agent Seam Jun 2026-Present

yannis-events.vercel.app | Login-gated; walkthrough available

- Translated calendar, spreadsheet, email, and document workflows into a Next.js/TypeScript/Supabase events application with structured bookings, menus, operational documents, access controls, and automated tests.
- Built an agent integration pattern with draft-only writes, explicit human approval, shadow mode, and idempotency safeguards so AI could assist without silently taking action.
- Observed limited team adoption despite a functioning build and documented the lesson: new tools compete with familiar workflows and need an internal champion, in-context visibility, coaching, and usage measurement to stick.

ServePost - AI-Assisted Content Workflow Apr 2026-Present

servepost.app

- Built a URL-to-newsletter application and operating workflow that captures business context, retrieves current sources, drafts to a defined voice, routes output through review, and records lessons for subsequent runs.
- Reduced research latency from approximately 90 to 30 seconds through parallel retrieval and lowered model cost to approximately $0.07 per newsletter while preserving human accountability.

Private Event Cost Estimator Apr 2026

estimator.yannisbarandgrill.com

- Converted private-event pricing rules into a customer-facing tool with itemized estimates, branded PDFs, email delivery, shareable quotes, view tracking, and admin analytics. Next.js, TypeScript, Supabase, Resend, PostHog, Playwright, Vercel.

EXPERIENCE

Yanni's Bar & Grill | San Diego, CA 2012-Present

Operations, Sales, Events, Marketing & AI Systems | Systems work since 2024

- Discover workflow problems through direct work with owners, managers, staff, and customers; translate informal practices into requirements, business rules, test cases, documentation, and deployable tools.
- Explain technical workflows in operator language, collect feedback in live service conditions, troubleshoot exceptions, and revise systems without asking users to understand the underlying model or code.
- Manage multiple concurrent workstreams across restaurant service, private events, marketing, analytics, and internal tooling while maintaining owner approval and customer-trust boundaries.

CAPABILITIES & TOOLS

Enablement: Workflow discovery and mapping, requirements translation, stakeholder interviews, documentation, user feedback, adoption analysis, process improvement, non-technical communication

AI Systems: Anthropic API/SDK, Claude Code, prompt and context design, tool-grounded outputs, deterministic evaluations, human-in-the-loop review, shadow mode, AI governance and privacy practices

Technical: Python, TypeScript, Next.js/React, Supabase/Postgres/RLS, SQLite, APIs and webhooks, Pytest, Playwright, Vercel, Git/GitHub, PostHog

Additional: Bilingual English/Spanish; restaurant, catering, private-event, sales, and marketing operations