

thomas jacob B.

AI & workflow automation for business operations

Phoenix, AZ, United States | [LinkedIn](#)

“I help organizations turn complex challenges into opportunities for growth. I focus on advancing mobile app development and CRM systems with AI-driven tools. By leveraging my background in business development consultancy and strategic planning, I’ve partnered with cross-functional teams to align technology initiatives with organizational goals and enhance operational efficiency.

I’ve spearheaded digital initiatives that boosted user engagement and streamlined critical processes, proving my commitment to building innovative, scalable solutions. My career path also includes experience in nonprofit organizations and strategic business development, giving me a well-rounded perspective on leadership, collaboration, and impact.

I’m motivated to lead projects that not only deliver measurable results but also strengthen company culture and values—bridging the gap between technology and business to drive lasting transformation.”

EXPERIENCE

AI Software Development & Automation Engineer |

Jan 2026 — Present

21F *Phoenix, Arizona, United States*

Founder — 21 Fundraise | Helium Network Infrastructure

Design and execute infrastructure strategies within the Helium ecosystem, leveraging data-driven deployment, coverage analysis, and performance optimization to maximize network yield. Built a distributed portfolio of nodes, iterating on placement models and operational workflows to improve long-term ROI and scalability.

Software Engineer

Oct 2024 — Present

Series 2K

- Developed Android and iOS applications integrated with SaaS platforms to enhance system functionality
- Developed and deployed an LLM-powered training solution for internal staff, improving onboarding efficiency and reducing time to proficiency
- Implemented LLM-based tools to expand support staff capabilities, enabling faster resolution of complex and diverse operational issues
- Redefined support team scope to incorporate GPT-driven solutions, enabling resolution of more complex issues and improving operational efficiency
- Led deployment of an AI-driven system supporting 6,000+ locations, improving data accuracy by 20%
- Built scalable workflows to reduce operational risk and improve real-time visibility
- Coordinated cross-functional teams to align project goals and prioritized competing timelines to ensure on-time delivery
- Leveraged extensive experience in software development and systems engineering to support scalable systems in complex operational environments
- Managed SaaS operations desk, overseeing system workflows, incident intake, and user support across multiple platforms for enhanced service delivery

Deployment Specialist

Dec 2023 — Present

Helium

Phoenix, Arizona, United States

I run a business focused on deploying Helium network infrastructure, strategically placing and managing hotspots and related hardware to maximize network coverage and performance. Our approach combines deep knowledge of wireless technology with a location-first strategy, targeting areas where Helium connectivity can deliver real value for IoT devices, mobile networks, and emerging decentralized applications. By bridging the gap between cutting-edge blockchain-based telecom and real-world deployment, we help build a stronger, more reliable network that supports the next generation of connected devices

Owner

Nov 2022 — Jan 2024

DMOCO

- Secured \$500K in funding to develop a statewide EV infrastructure deployment concept, supporting large-scale infrastructure expansion
- Performed statewide outreach and site scouting, engaging public organizations to identify strategic locations for infrastructure deployment

| 01/2022 to 01/2024

Helium Network Deployment

Helium Network Deployment

- Managed site deployment, vendor coordination, and infrastructure performance
- Conducted data-driven analysis to optimize placement and operational efficiency
- Distributed Infrastructure Deployment Initiative
- Initiated and secured B2B contracts with long-term residual revenue models, generating sustained recurring income
- Designed and installed advanced networking solutions to address complex coverage challenges in commercial environments

- Achieved \$100K+ return on a \$7K investment within 18 months through strategic execution and market analysis
- Developed and executed data-driven trading strategies in high-volatility cryptocurrency markets, optimizing risk exposure and return performance

Operator

dmo.co LLC

May 2021 — Dec 2024

Sioux Falls, South Dakota, United States

At dmo.co labs, you founded and lead an EV-focused company specializing in electric vehicle infrastructure, fleet solutions, and strategic EV placements. You set the vision and direction for the business, identify growth opportunities in emerging clean energy markets, and build partnerships with municipalities, businesses, and technology providers to expand EV adoption. Your role blends business development, operational oversight, and product strategy—managing everything from market research and project financing to deployment planning and execution. You also explore innovative ventures like helium tower business models, positioning dmo.co labs at the intersection of sustainable transportation, renewable energy, and next-generation connectivity.

Founder

Son of Zade LLC

Jan 2009 — Jan 2015

Situation: Stadiums needed improved fan engagement through mobile technology.

Task: Launch a stadium-scale mobile app for live event interaction.

Action: Raised \$500K in funding, led iOS/Android development, and secured partnerships with stadiums.

Result: Nationwide app rollout achieved significant adoption and sponsorship deals.

Founder

Keyboard Wars - Advertype

Aug 2008 — Sep 2014

San Francisco Bay Area

At Keyboard Wars, I founded and built an online gaming venture from the ground up, creating a brand and platform that delivered engaging, competitive experiences for players both online and in live stadium events. I oversaw every aspect of the business, from game design and website development to community engagement and monetization strategies. I managed a distributed team of designers, developers, and moderators, ensuring the platform provided a smooth and enjoyable user experience. I drove user acquisition through targeted marketing, built partnerships to expand reach, and implemented features that kept players coming back. By combining creativity with strategic planning, I grew Keyboard Wars into a distinctive presence in both the online gaming world and live esports arenas.

Company Owner

Bozied Oil Company

May 2008 — Jun 2022

Directed day-to-day operations of a regional fuel distribution company, overseeing logistics, scheduling, inventory management, and customer accounts.

- Negotiated supplier contracts and fuel pricing strategies, ensuring competitive rates and maintaining profitability across changing market conditions.
- Supervised and trained staff, coordinated driver schedules, and enforced safety and environmental compliance across all operations.
- Managed budgeting, cost controls, and margin analysis, identifying opportunities to reduce expenses and strengthen long-term financial performance.
- Developed and maintained strong vendor and customer relationships, ensuring reliability, trust, and repeat business in a highly competitive market.
- Oversaw delivery logistics to ensure timely fulfillment of fuel orders, optimizing routes and resources to improve efficiency.
- Collaborated with finance and accounting teams to ensure accurate billing, reporting, and regulatory compliance.
- Contributed to long-term business continuity and growth, supporting strategic planning efforts and adapting operations to evolving industry conditions.

Co-Founder

Radiolag LLC

Aug 2006 — Aug 2011

Washington DC-Baltimore Area

At Radiolag, I founded and operated a boutique website creation service, delivering custom-built sites tailored to the branding and functional needs of each client. I handled every stage of the process—from concept and design to development, deployment, and ongoing maintenance—while ensuring a high standard of quality and usability. I worked closely with clients to understand their goals, translating their vision into polished digital experiences that supported their business objectives. In addition to the creative and technical work, I managed project timelines, budgets, and vendor relationships, and implemented strategies to attract new clients through targeted marketing and referrals. By combining design expertise with business insight, I positioned Radiolag as a trusted partner for businesses looking to strengthen their online presence.

Project Leader

The Episcopal Church

Mar 2005 — Feb 2008

Job Description – The Episcopal Church

Served in a leadership and support capacity within The Episcopal Church, contributing to community outreach, organizational coordination, and program support. Responsibilities included assisting with day-to-day operations, coordinating events and services, supporting clergy and staff, and engaging with parish members to foster a welcoming, inclusive environment. Focused on strengthening community connections, providing reliable administrative support, and helping to ensure smooth delivery of church programs and activities.

Solution Director

CFgear

Feb 2002 — Feb 2006

At CFgear, you were responsible for managing client projects from initial concept through final delivery, with a focus on producing custom-branded USB drives and related promotional products. You worked directly with clients to understand their branding, technical, and logistical needs, then coordinated with design, production, and logistics teams to ensure orders were completed accurately, on time, and within budget. Your role involved overseeing quality control, managing vendor relationships, and troubleshooting production or delivery issues. You also contributed to business development by identifying new opportunities, nurturing client relationships, and helping shape marketing strategies to expand CFgear's reach in the promotional products market.

Sales Specialist

Jan 2002 — Jan 2006

CFgear.com

Situation: Needed to optimize fulfillment and expand market reach for custom-branded products.

Task: Streamline operations and improve supply chain efficiency.

Action: Improved order workflows, managed supplier relations in China, and implemented quality control measures.

Result: Increased fulfillment efficiency and secured contracts with major universities.

Business Manager

May 1999 — Jan 2006

Sprint PCS / Nextel / T-Mobile

Situation: Managed sales teams during competitive telecom mergers.

Task: Maintain sales growth and retention during brand transitions.

Action: Implemented data-driven sales tracking, upsell strategies, and training programs.

Result: Consistently exceeded sales targets, improved retention, and grew market share.

Business Manager

Apr 1999 — May 2006

Sprint

Sioux City, Iowa, United States

At Sprint, I worked as a Business Representative, managing a portfolio of corporate accounts and delivering tailored wireless and communication solutions to meet client needs. I developed and maintained strong relationships with business customers, identified opportunities to expand services, and negotiated contracts that balanced value for the client with revenue growth for Sprint. My responsibilities included conducting needs assessments, presenting technology solutions, and coordinating with internal teams to ensure smooth implementation and ongoing support. I consistently met or exceeded sales targets, contributed to market share growth, and built a reputation for responsiveness, product expertise, and customer service in a competitive telecom market.

EDUCATION

University of Sioux Falls

Sep 2005 — May 2009

Bachelor of Business Administration - BBA

University of Sioux Falls

Sep 2003 — Jun 2008

Bachelor of Arts in Business Administration and Management, General

- Studied logic, reasoning, and structured argumentation
- Analyzed complex problems and competing viewpoints
- Developed ability to break down ambiguous situations
- Strengthened written and verbal communication

University of Sioux Falls

Jan 2003 — Jan 2008

Bachelor of Arts in Philosophy

NCAA College Baseball – Catcher, Power Hitter

SKILLS

Google Workspace · Chaos Management · Automation Engineering · Strategy Execution · Cross-functional Team Leadership · Program Deployment · Business Operations · Cross-functional Collaborations · Vendor Coordination · Organization Skills · Daily Operations Management · SOP Development · Process Improvement Projects · Vendor Negotiation · Data Analysis · IT Infrastructure Design · Workflow Automation · Team Leadership · Project Management · Multi-platform Development · Integrated Development Environments · SaaS Development · Wireless Technologies · Standard Operating Procedure (SOP) · Real-time Monitoring · Return on Investment Analysis · Networking · Research Skills · Incident Response · Cryptocurrency Trading · IT Integration · Business Philosophy · Exceeding Customer Expectations · Risk Management · Multi-Store Operations · Customer Retention · Product Customization · Data-driven Decision Making · Outreach Programs · iOS Development · Small Business Online Marketing · Reducing Operating Costs · Sales Growth · Coaching Baseball · Downtime Reduction · Quality Control · Responsible AI · Store Management · Streamlining Operational Processes · IT Optimisation