Jackson Reed

Responsible AI · AI Risk Review · Data Integrity

Ville Platte, LA · jacksonreed978@gmail.com · github.com/jacksonreedla · linkedin.com/in/jackson-reed-7377b936b

Summary

CS/AI student who builds AI tools for working businesses, at a pharmacy-automation manufacturer and at my own company. I design around one question: when should a system decide, and when should it hand off to a person? I like starting things: I founded OmniChrome LLC and LSUA's Cajun Heritage Club, and I am a founding father of LSUA's Kappa Sigma chapter.

Education

B.S. Computer Science, AI concentration, Louisiana State University Alexandria
GPA 3.33 · Expected December 2028

Experience

AI Integration Intern, Pearson Medical Technologies
Alexandria, LA · May 2026 – Present
Pharmacy automation manufacturer serving hospitals, long-term care, corrections, and the VA

- Built three AI chatbots on a self-hosted LLM running on company servers (pre-launch), so customer and proprietary data never go to an outside AI provider. Access is tiered by audience: a sales assistant for website visitors; a support bot that opens only after a customer's iPack Rx serial number checks out against the CRM and customer portal, answering from service manuals and maintenance guides; and an internal bot with full hardware documentation for the support team.
- Reconciled 347 customer records across two unlinked systems. Kept matching conservative, since a false match writes one customer's data onto another, so low-confidence pairs went to human review. 341 matched; documented all six exceptions.
- Built an AI pipeline turning ~20 training videos into maintenance guides for field technicians, with on-machine safety warnings kept verbatim and the model required to flag uncertainty instead of guessing. 11 guides, ~2 min each versus hours by hand.
- Mapped the license renewal workflow end to end, built its first automated stage, and delivered the implementation plan.
- Audited customer records against corporate ownership: found 12 same-named hospitals belonging to 3 unrelated companies and an "active" account closed since 2019, and caught a vendor-system bug that silently rejected names with apostrophes.

Founder, OmniChrome LLC
Ville Platte, LA · June 2026 – Present
Video production and digital marketing; production systems built on LLM APIs and cloud services

- Own the failure modes of AI in production. Diagnosed a provider change that silently returned empty output and a prompt rule the model reasoned its way around, then moved every policy that costs money when it breaks out of prompts and into code gates that screen content before it is selected or published.
- Added a pre-release compliance check: videos upload privately, wait for the platform's rights and age-restriction review, and are withheld and replaced automatically if flagged.
- Separated credentials between business lines in code, put internal dashboards behind single sign-on that denies access if misconfigured, and kept API keys out of source code.

Front Desk Agent, Hampton Inn & Suites
Alexandria, LA · May 2026 – September 2026

- Check-in and check-out, inbound calls, and on-the-spot resolution of guest complaints. Made service-recovery decisions at the limit of my own authority and routed anything beyond it to management for approval before committing to the guest.

Assistant Butcher / Cashier, Bayou Chicot Grocery
Ville Platte, LA · June 2023 – May 2026

- Trained and directed other employees and reorganized prep workflow to cut waste and turnaround time.

Leadership

Kappa Sigma Fraternity, Pi-Alpha Chapter (LSUA): Founding Father; Grand Scribe (chapter secretary), 2026–Present

Cajun Heritage Club at LSUA: Founder and President, 2026–Present; wrote the club's constitution

Rotaract Club of LSUA: Membership Chair, Executive Board, 2026–Present

LSUA Student Government Association: Senator, 2025–2026

Certifications

Claude Code in Action, Anthropic Academy via Coursera, Sept 2026

Skills

AI governance: AI risk identification, human-in-the-loop review design, pre-release policy gates, failure-mode analysis

Data: record reconciliation, data-quality auditing, workflow mapping

Technical: Python, SQL, Git, Linux, LLM APIs, self-hosted LLMs, CRM API integration, cloud services (PostgreSQL, S3 object storage, single sign-on)

Tools: Microsoft Word, Microsoft Excel, Adobe Photoshop