

Javier Ponz Prado

AI systems & agent operations · technical troubleshooting · full stack in progress

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PROFILE

Ten years at Apple Retail across diagnosis, customer operations and team leadership, now operating open agent systems daily and shipping small software to production.

Strongest where systems fail: investigating failure modes, debugging workflows, and writing down precisely which assumption broke. I work from first principles and pay close attention to how a problem is structured before reaching for a tool.

One conviction carries across every role I have held: leading is serving. The measure of a tool, like the measure of a lead, is whether the person depending on it ends up with more capacity than they started with.

SELECTED WORK

Memento Mori — web application, live in production

2026

memento.technoir.cloud · Apache-2.0 · github.com/ponzgpt/memento-mori

Spanish-language perspective tool built on World Bank life-expectancy data. No accounts, no backend, no analytics; all computation runs in the browser. Deployed with Docker, nginx and Traefik on a VPS I administer, behind an eight-check release gate (unit tests, feature stories, lint, web smoke, installer and version-consistency checks) that refuses to publish on red. Cross-platform CI on Linux, macOS and Windows. Native macOS menu-bar companion written in Swift.

Hermes PKM Toolkit — MCP server and agent skills

2026

MIT · github.com/ponzgpt/hermes-pkm-toolkit

Model Context Protocol tools for operating local Markdown vaults safely, with a filesystem-safety layer and 34 tests covering path-traversal rejection, absolute-path neutralisation and delta detection. Found and fixed an unclosed file handle while writing the suite.

The Aberdeen Daily — nightly local newspaper agent

2026

MIT · github.com/ponzgpt/aberdeen-daily

Adapted from an open Hermes Agent project. A standard-library-only ingest desk pulls four verified local news feeds; data desks compute every figure in Python so the language model is never in a position to invent one. Editorial rules enforce original copy, attribution and linking.

Mental Models Toolkit — agent skill pack

2026

MIT · github.com/ponzgpt/mental-models-toolkit

Thirty machine-readable decision and risk models, schema-validated in continuous integration, written to be read by an agent rather than by a person.

EXPERIENCE

Founder — Machines Do It Better

August 2024 — present

Aberdeen, Scotland · independent

Early-stage solo practice helping small businesses adopt agentic AI where it returns real time. Designing, deploying and stress-testing agents and automations in Docker and Dokploy with OpenRouter and Telegram; operational documentation and workflow QA. Editorial newsletter covering AI, robotics and fintech.

In-Store Experience Lead — Apple Retail

February 2023 — August 2024

Parquesur and Xanadú, Madrid

Ran floor experience across two stores: planning, resourcing, events, maintenance coordination and conflict resolution. Structured feedback and mentoring. Led by removing obstacles rather than issuing instructions.

Genius — Apple Retail

March 2018 — March 2020; August 2023 — February 2024

Parquesur, Leganés, Madrid

Advanced hardware and software diagnosis on complex cases. Translated technical complexity for people with very different levels of understanding, and brought newer technicians onto the bench.

AppleCare Support Advisor — Apple

March 2020 — June 2020

Remote, Madrid · COVID volunteering

Concurrent remote support cases under structured troubleshooting and documentation standards, working autonomously.

Technical Specialist / Specialist — Apple Retail

2014 — 2018

Parquesur, Madrid

Foundations in diagnosis, consultative support, practical problem solving and execution under pressure.

EDUCATION AND CERTIFICATIONS

Specialist in Artificial Intelligence

2024 — 2026, in progress

Universidad Rey Juan Carlos, via Racks University (IUNIT-affiliated)

Full Stack AI Developer

2025 — 2026, in progress

Universidad Rey Juan Carlos, via Racks University (IUNIT-affiliated)

Industrial Engineering (Electronics and Automation)

80 ECTS completed, degree unfinished

Universidad Politécnica de Madrid

Apple Certified Mac Technician (ACMT); Apple Certified iOS Technician (ACiT)

Certified

Apple

English — Cambridge Certificate in Advanced English (C1)

Certified

Cambridge Assessment

SKILLS

Agents and AI: Hermes Agent, OpenClaw, Model Context Protocol (MCP), MCP server development, agent workflows, workflow QA, OpenRouter, prompt and failure-trace debugging.

Infrastructure and deployment: Docker, Docker Swarm, Dokploy, Traefik, nginx, Linux, VPS administration, TLS / Let's Encrypt, GitHub Actions, CI/CD, release gating.

Development: JavaScript, TypeScript, Python, Astro, Swift, HTML, CSS, Git, unit testing, static site generation.

Practice: Technical troubleshooting, failure-mode investigation, technical support, customer operations, technical writing and documentation, mentoring, team leadership.

Languages: Spanish (native), English (Cambridge CAE, C1).