Joseph Soper

Python · Cloud Infrastructure · AI Tooling · Technical Support
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Summary

Builds software and keeps it running. Released Never4gA, an open-source Python tool on PyPI that gives AI coding agents project context through search instead of model calls; built and maintains a live production website for a church client; runs a private cloud managed as code. Two years of remote technical support at Intuit and Apple, and nine years of consultative sales before that, so used to working directly with the people who rely on the software. Google Cloud Associate Cloud Engineer.

Projects

Never4gA — open-source context and memory for AI coding agents
Python · FastAPI · SQLite · MCP · github.com/BezaCore-Labs/never4ga

- Keeps notes, decisions and project history as plain Markdown, and assembles the context each agent session needs with indexed lookups and full-text search instead of model calls.
- Builds each session's context pack in seconds, with no model calls, and every item in the pack states why it was included.
- Serves Claude Code, Codex and any MCP client from one local service and command-line tool; also reads Git state and OpenProject work items into each pack.
- Unit, integration, contract and architecture tests, a CI gate on every pull request, and releases published to PyPI from a tag; current release v0.1.2. Includes a companion Obsidian plugin (v0.2.0).

Petoskey Church of Christ website — pro bono client
WordPress · PHP · Google APIs · petoskeychurchofchrist.com

- Rebuilt the church's public site and launched it in June 2026; every change tested on a separate staging site and deployed to production by script.
- Built a weekly publishing pipeline: the pastor writes the week once, and it becomes the web page, the Sunday email and a double-sided printed bulletin that sizes its own type to fit the page. It replaced a weekly rebuild by hand in Canva.
- Integrated Google Calendar (events mirrored automatically, with failures surfaced to the pastor) and the YouTube Data API (sermon videos with their real publish dates, with fallbacks when the feed fails).
- Generates the sanctuary welcome slides as a PowerPoint deck and drives a lobby TV slideshow from the same content.

BezaForge — private cloud managed as code
Terraform · Ansible · Docker · Proxmox · Prometheus · Grafana · github.com/thejollydev/bezaforge-infrastructure

- Production private cloud on bare metal: Proxmox virtual machines declared in Terraform, configured by Ansible roles, and running its services in Docker Compose behind a Traefik reverse proxy with automatic TLS.
- Observability with Prometheus, Grafana, Loki and Uptime Kuma; outage alerts posted to Discord.
- Nightly database dumps, ZFS snapshots and daily encrypted off-site backups to Google Cloud Storage.
- GPU-accelerated local LLM inference with Ollama on an AMD GPU passed through to its own VM, isolated on a dedicated network segment.
- CI checks on every pull request and automated dependency updates.

Technical experience

Software Engineer and Founder — BezaCore Labs LLC
Petoskey, MI · Oct 2025 – Present

An independent studio that builds software products.

- Designed, built and released **Never4gA** as open source under Apache-2.0 (above).
- Delivered and maintain a production website for **Petoskey Church of Christ**, pro bono (above).
- Building **Intelligrace**, an operations platform for small churches and nonprofits, now in development: separate staging and production Google Cloud projects defined in Terraform, with Cloud Run services, Cloud SQL for PostgreSQL on a private network, IAP-protected access, budgets and uptime alerting. Repository available on request.

Technical Support Specialist — Concentrix, for Intuit
Remote · Aug 2022 – Jan 2024

- Tier 2 support for Intuit's Lacerte professional tax software, and QuickBooks where the two overlapped, resolving integration and configuration problems by working from logs to the root cause.
- Helped customers through database migrations and server and workstation installations.
- Reproduced software defects and escalated them to engineering with clear reproduction steps.
- Documented recurring fixes for the team's knowledge base.

AppleCare Technical Support Specialist — Transcom, for Apple
Remote · Dec 2021 – Aug 2022

- Diagnosed hardware, software and network issues across macOS, iOS and iCloud.
- Held a 95% customer satisfaction rating explaining fixes to users at every level of experience.

Other experience

Assistant General Manager — Hampton by Hilton
Petoskey, MI · Jan 2024 – Apr 2026

- Ran day-to-day operations for a 24-hour hotel, handling guest, staffing and facility issues as they came up.
- Led and scheduled a team of five.
- Owned the nightly audit, reconciling the property's books before the next business day.

Sales Consultant — Randy Wise Buick GMC
Fenton, MI · Feb 2012 – Dec 2021

- Part of a three-person team whose combined sales, credited under one teammate's name, ranked among the top five GM salespeople in Michigan.
- Nine years of consultative selling: finding out what a customer actually needs and explaining the options clearly.

Skills

Languages: Python, SQL, Bash, PHP

Backend and APIs: FastAPI, Pydantic, REST APIs, JSON-RPC, SQLite (FTS5), PostgreSQL, WordPress

Cloud: Google Cloud (Cloud Run, Cloud SQL, Cloud Storage, IAM, IAP), Associate Cloud Engineer certified

Infrastructure and DevOps: Linux (20+ years), Docker, Docker Compose, Terraform, Ansible, CI/CD with GitHub Actions, Proxmox, Traefik, ZFS

Testing and quality: pytest, mypy (strict), Ruff, integration and contract testing

Observability: Prometheus, Grafana, Loki, Uptime Kuma, Langfuse

AI and LLM tooling: AI coding agents (Claude Code, Codex), multi-agent teams, Model Context Protocol (MCP), search and retrieval (BM25, rank fusion), retrieval evaluation (Recall@k, MRR), Ollama

Education and certifications

- **B.S. Computer Science**, University of the People — expected Dec 2027
- **Google Cloud Associate Cloud Engineer**, 2026
- **Google Cloud Professional Cloud Architect** — in progress
- **IBM Back-End Development Professional Certificate** (Coursera), 2024