

ROCK WHITTINGTON

TECHNICAL IMPLEMENTATION • CUSTOMER SERVICE • APPLIED AI

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Customer-facing technical implementer and AI-native product builder with seven years managing high-touch customer relationships and hands-on experience building, integrating, deploying, and troubleshooting software. Skilled at understanding user needs, solving problems, demonstrating products, and translating technical concepts into clear guidance. Comfortable communicating with customers, business operators, product teams, and engineers.

CORE CAPABILITIES

Customer Service: consultations, product presentations, problem resolution, follow-up, post-sale support, training, clear communication

Product & Systems: requirements discovery, rapid prototyping, API integration, workflow design, testing, troubleshooting, deployment

Technical: REST APIs, Python/FastAPI, JavaScript/React, SQL databases, authentication, Stripe, Shopify, FloDesk, Vercel, Railway

AI Development: Codex, Claude Code, Antigravity, agentic workflows, browser automation

EXPERIENCE

Gallery Director

Aug 2019 – Present

Marianne Angeli Rodriguez Gallery | Covington, LA

- Direct gallery operations, collector relationships, e-commerce, marketing, events, and custom technology supporting a contemporary fine-art business.
- Built and manage the gallery's Shopify store and automated recurring order-to-production workflows using Zapier and Gmail, supporting **\$684K+ in sales** across **3,559 orders** and **2,511 customers** since 2019.
- Designed and deployed a full-stack CRM using Python, FastAPI, SQLAlchemy, SQLite, JavaScript, and Vite, consolidating and deduplicating **3,245 collector records** from CSV files, Google Sheets, Shopify data, event lists, and contact records.
- Integrated Shopify and FloDesk APIs to normalize customer data, segment audiences, and generate invitation lists, reducing event preparation from **5–10 hours to seconds** while preventing duplicate outreach.
- Designed and deployed a no-install WebAR platform using JavaScript, Three.js, 8th Wall, Vite, and Vercel across **five artworks** and multiple exhibitions, used successfully by **hundreds of collectors** with minimal support requirements.

Applied AI Developer & Product Builder

Aug 2025 – Present

Independent | Remote

- Built MarketModelPro, a React/FastAPI/PostgreSQL decision-support platform integrating live market data, authentication, Stripe subscriptions, analytics, and cloud deployment.
- Resolved a difficult access-control bug by simplifying roles and questionnaire-driven signup branches, restoring a clean, reliable subscription-entitlement flow.
- Turn loosely defined user and business needs into product demos, agentic workflows, and multi-system automations connecting Shopify, Pinterest, Gmail, Zapier, and other APIs; own requirements, validation, troubleshooting, and delivery.

EARLIER EXPERIENCE

Creator & iOS Developer, *Buddhist Lists* (2016–2018) — Built and shipped a Unity/C# iOS app from concept to App Store release; reached the top search result for “Buddhist.”

Music Production Instructor, *3rd Coast Beats / Cohen College Prep* (2014–2015) — Taught grades 7–12 to produce and perform original music in Ableton Live.

Film Composer & Production Sound Mixer, *Independent* (2007–2018) — Managed client requirements, technical audio workflows, and delivery for independent film and media projects.