



Brian Kelly

AI & Automation Engineer · 20 Years MSP/MSSP · ConnectWise Automate Specialist

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I'm looking for a **home MSP**: not just a job, a shop I can help take to the next level with AI and operations. I came up through the queue, ran Tier 3, spent a decade as a ConnectWise Automate specialist, and now build production AI systems for MSPs every day. The AI and automation engineer role many MSPs are posting is the work I already do, and because I have lived the workflows firsthand, I know exactly what we'd be automating.

Want to talk? Book time with me directly: calendly.com/bkelly-automatedmsp/interview-brian

WHAT I BRING

Tier 3 MSP engineering: 20 years hands-on: complex escalations, client network stability, server and network design, migrations, day-two operations. I know the stack and the ticket queue from the inside

PSA/RMM automation: ConnectWise Manage, ticket workflow automation, SLA-driven delivery, health scoring, API and integration work

Networking and DNS: DNS and DHCP, firewalls, VPN, switching and routing, site connectivity, troubleshooting across hundreds of client environments

Virtualization: Hyper-V, VMware, server builds and storage

AI engineering: LLM pipelines in production, agentic workflows, verification gates that keep AI output honest, prompt-injection defense, model and cost tiering

ConnectWise Automate, 10+ yrs: administration, custom scripting, monitor design, agent deployment, patching; consulting for MSPs in the US, UK, and Australia; multiple migrations and a merger

Active Directory and identity: AD design and administration, Group Policy, Entra ID (Azure AD), hybrid identity, domain cleanups and migrations

Azure and Microsoft cloud: Azure infrastructure, Microsoft 365 administration, Exchange and Exchange Online, tenant and mailbox migrations, on-prem to cloud transitions

Backup and DR: backup platforms, disaster recovery planning, restore testing, retention policy

Software and data: PowerShell, TypeScript, Deno, Node.js, React, REST APIs and webhooks, Git/GitHub CI; Postgres/Supabase with row-level security, Linux fleets, systemd, cron

EXPERIENCE

CTO & Founder · Automated Edge

Mar 2026 - present · Remote

Automated Edge helps SMBs and MSPs put autonomous AI agents on real business functions. Agents execute a role end to end: sourcing data, making decisions, taking action, improving over time. I build and run all of it.

- Wrote my own lightweight endpoint agent and built the platform around it: the agent collects workflow and system telemetry, and a nightly AI pipeline turns it into per-device rollups, workflow patterns, and company-level assessments with real dollar figures attached
- Public, clickable demo of the full assessment output: demo.automatededge.ai/demo
- Found \$137,940/year of automation opportunity across 100 findings for one transportation-industry client; every figure must survive a verification gate I built after catching the pipeline overstating results
- Built and run AEGIOS, my own AI orchestration harness, used daily to run numerous parallel AI sessions and builds across a fleet of Linux servers
- Shipped multi-tenant client portals (React, Supabase, Vercel) with row-level security probed at the database layer before anything ships
- Built machine health prediction from our own agent telemetry: disk-fill forecasting, event baselining, patch and backup drift

CTO & Founder · AutomatedMSP, LLC

Oct 2025 - present · Remote

Built AutomatedMSP to solve the number one problem MSPs struggle with: consistent, warm, qualified meetings. We run the entire outbound engine and MSPs plug in: domains and warm-up, research-backed messaging, daily outbound at scale, deliverability, AI lead qualification, reply handling, and booking.

Automation Engineer · Lockstep Technology Group (contract)

Mar 2019 - Oct 2025 · Remote

Owned RMM and automation requests across a large portfolio of client networks and endpoints for six-plus years. Carried the company through a merger, multiple ConnectWise migrations, and a long run of infrastructure and automation projects.

CTO & Founder · Comprehensive MSP

Aug 2015 - Sep 2022 · Remote, clients in US/UK/AU

Ran a consulting practice delivering ConnectWise Automate management and bespoke automation to MSPs around the globe: client-specific automations and systems built around each MSP's own stack and business objectives.

Automate Admin & Tier 3 Network Engineer · Applied Integration Inc.

Sep 2014 - Aug 2015 · Salt Lake City, UT

Ran ConnectWise Automate (infrastructure design, scripting, monitoring) while handling Tier 3 escalations for client networks: Active Directory, DNS, Office 365.

Operations Manager & Automate Administrator · PC Doctor Memphis

Feb 2012 - Aug 2014 · Memphis, TN

Operations management plus hands-on administration: server admin, Office 365, Hyper-V and VMware, help desk, and SLA delivery for a working MSP.

Earlier Roles

2006 - 2012

- **Owner / Director of Technical Services, Shae Technologies** (San Diego, CA): ran my own small MSP end to end on ConnectWise Automate
- **Field Engineer, Phoenix Technology Solutions** (Minneapolis, MN): primary network administrator for a book of clients
- **Network Administrator & Helpdesk, Versatile Technology Group** (Memphis, TN): where I started, doing both roles at once

SYSTEMS IN PRODUCTION

Automated Edge automatededge.ai

Endpoint assessment: my own agent, telemetry, nightly AI pipeline, verified ROI assessment, client portal. Live demo: demo.automatededge.ai/demo

AEGIOS os.automatededge.ai

Personal AI orchestration harness running 24/7 across a Linux server fleet; sessions, scheduling, memory, approvals

AutomatedMSP automatedmsp.com

Autonomous outbound marketing for MSP clients: research, writing, sending, reply handling

MSPStuff mspstuff.io

MSP marketplace with deep PSA integrations: ConnectWise health reporting, M365 and Xero connectors