Sean Fletcher

AI Product Builder · Client Delivery & Implementation

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PROFILE

Operator turned AI product builder. I work in restaurant operations, and when our audit software let us down I built a replacement with agentic engineering, now licensed to a restaurant group. I was the user, the product owner and the engineer, and I support it after launch.

I secure what I build before real data touches it: row-level security, my own application security reviews and POPIA checks are standard. Years of live restaurant operations taught me to make sound calls with incomplete information and to communicate clearly under pressure.

CORE COMPETENCIES

Client Delivery · SaaS Implementation · Customer Onboarding · AI-Assisted Development · Product Scoping · Application Security · Data Protection (POPIA) · API Integration · Configuration & Testing · Issue Reproduction & Triage · Error Monitoring · Client Communication · Process Improvement · Training & Mentoring

EXPERIENCE

Independent Product Builder · December 2025 – Present · Remote

I design, build and support software for restaurants and the people who work in them.

Audra · audit, compliance and staff-testing platform, licensed to a restaurant group

- Owned delivery end to end: brief, configuration, onboarding, testing, launch and post-launch support.
- Trialled at 2 stores, rolled out to 8, now 11 stores across 4 brands, with 150+ staff tested monthly and at least 90% test completion from the first month.
- Audit changes now take hours instead of about a week. It runs in the browser on any phone, keeps an audit's progress when signal drops, and makes reporting easy to see. Also tracks equipment warranties and service history.
- Built with Next.js and TypeScript on Supabase (database, auth, storage), with Resend (email) and Sentry (error monitoring), deployed on Vercel.
- Secured before launch: row-level security on every table, a full application security review I ran myself, a POPIA check of each of its 7 outside services, and a breach first-response plan.
- Monitor errors in production, and reproduce and fix issues before the client notices.

Bokkie se Geld · free, offline earnings tracker for waiters and bartenders

- Spotted from behind the bar that front-of-house staff rarely know what they actually earn. Built a free phone app with no account and no server, so nothing leaves the phone. Live, and being tested by a small group of waiters and bartenders who give feedback.

Junior Operations · A restaurant group, Cape Town · November 2023 – Present

- Started as a restaurant manager for six months, then moved into a junior operations role across five stores, leading teams of 20 to 40 and stepping in as General Manager when required.
- Make fast decisions with incomplete information during service.
- Recruit, train and mentor staff, and handle cash-ups, banking, rosters, stock control and KPI reporting.
- Identify recurring operational problems and build software to solve them (Audra and Bokkie both started here).

Freelance Systems & Web Consultant · Fiverr · June 2022 – January 2026 · Remote

- Delivered 30+ client projects with a 5-star rating, from brief to live.
- Configured scheduling systems (Acuity), built Zapier automations, set up email marketing systems and built websites.

Rental Agent (Internship) · Property CoZa · February 2022 – July 2022

TECHNICAL SKILLS

- **AI tools:** Claude Code, Lovable, ElevenLabs, Higgsfield
- **Stack:** Next.js, React, TypeScript, Vite, PostgreSQL, Git, Docker (local prototyping)
- **Platforms & services:** Supabase (database, auth, storage, row-level security), Vercel, Resend, Sentry, GitHub, GoDaddy (domains and DNS)
- **Automation & systems:** Zapier, Acuity Scheduling, email marketing platforms, website builders

SECURITY & DATA PROTECTION

- **Access control:** row-level security on every table, service keys kept server-side, secrets and environment-variable hygiene, storage access policies.
- **Security reviews:** I review my own apps for injection, cost abuse, availability, database integrity and supply-chain risk.
- **POPIA:** a sub-operator register across 7 outside services, data-deletion procedures and a breach first-response plan.
- **Safe AI use:** isolated browser profiles for agent tasks, and no production data or credentials in AI prompts.

REMOTE SETUP

Dedicated home office · MacBook · fibre internet · backup power for load-shedding

EDUCATION

National Senior Certificate (Matric) · Greenside High School · 2017

INTERESTS

AI tools · enterprise software · application security · amateur kickboxer (I also casually coach individuals)

REFERENCES

Available on request.