

Customer Success and Customer Operations, building with AI

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PROFILE

Three years of frontline customer operations for TUI across four destinations, after a year of customer service for BASE. Since 2025 I have been building with AI: an operating layer for AI agents, a portfolio site designed from measured references, and a small live customer-intelligence prototype, with the record in git and at live URLs. The role I want is one where customer operations and AI meet, at a company whose product is automation or AI.

BUILT

Brent OS

2026, 168 commits in eleven days

Private repository

A file-based operating layer for AI agents: a routing map, a reference per tool that records how it actually behaves, briefs, skills and a verification harness in headless Chrome.

A second AI runtime, Codex, briefed, run and audited on the same core.

brentbastiaens.com

2026, live

Built from a design system measured off five reference sites, verified in real headless Chrome rather than a preview pane.

Basvida

2026, live

basvida.brentbastiaens.com

A customer-intelligence prototype built in an afternoon: Slack to n8n to a language model to a browser page, per account.

EXPERIENCE

Destination representative, TUI

2022 to 2024

Gran Canaria, Cancún, Sal, Bayahibe

First point of contact for international guests for the whole of their stay; questions, complaints and unexpected situations handled on my own judgment, under time pressure.

Welcome presentations, information sessions and one-to-one advice in Dutch, English and French, alongside selling excursions and following them up.

Daily work with hotels, local partners and international colleagues.

Customer service agent, BASE

2021 to 2022

Through IKANBI, Herentals

Phone and email support for BASE customers, with first-contact resolution as the aim; recurring problems flagged, follow-up kept structured.

Administrative assistant, Groep Bruyninx

2019 to 2020

Hasselt

Administration, document processing and data entry across departments.

TOOLS IN USE

Claude Code, n8n, Make, Lovable, Vercel, APIs, MCP, Looker Studio, Git, headless Chrome over the DevTools protocol, Google Workspace and DNS (MX, SPF, DKIM, DMARC).

LANGUAGES

Dutch, native. English, professional working proficiency. French, intermediate, used in meetings and presentations. Spanish, beginner.

EDUCATION

Secondary education (A2), IKSO Hoeselt. Everything after that, self-taught.