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Summary

Forward-deployed engineer and applied AI systems builder with deep experience embedding into enterprise environments to ship production-grade AI agents, durable automation, and secure tooling. Proven track record designing distributed systems architectures, operating under ambiguity, and translating real-world customer constraints into reliable, safe AI systems. Combines hands-on engineering with strong customer-facing leadership across regulated industries.

Core Skills

Customer & Field Engineering

Forward-Deployed Engineering • Technical Account Management • Customer Success Architecture • Enterprise Onboarding & Expansion • Executive Stakeholder Engagement • Discovery-Led Solution Design • Technical QBRs • Cross-Functional Enablement • Multi-Team Adoption

Applied AI & Agent Systems

Production AI Agents • Agent Architectures (Symbolic Planning, ReAct-derived) • Agentic Workflow Orchestration • MCP (Model Context Protocol) • Prompt & Mission Design • Agent Evaluation Frameworks (LLM Judges, Human-in-the-Loop) • Agent Safety & Red-Teaming

Cloud Platforms & Engineering

AWS • Azure • GCP • Infrastructure-as-Code (Pulumi, Terraform) • Kubernetes • Distributed Systems • CI/CD • Observability & Monitoring • SRE Practices • Multi-Region Architectures • Deployment Orchestration

Languages & Toolchains

Go • Python • TypeScript / JavaScript • .NET • Temporal • Pulumi SDKs • Docker • GitHub/GitLab • CLI & API-Driven Systems

Innovation & Automation

Internal AI Platforms • Enterprise Automation Tooling • Support-Desk Triage Automation • Multi-System Integrations • Event-Driven Orchestration • Secure Secret Injection & Config Management • Platform Tooling Optimisation

Applied AI & Agentic Systems (Selected Work)

Internal Production AI Agent Platform

- Independently designed and built end-to-end a production AI agent platform used org-wide by engineers and non-engineers to answer questions over internal data and execute AI-driven automation.
- Shipped agents integrated with multiple internal systems (code, tickets, messaging, infrastructure) to support real operational workflows.
- Built evaluation and quality-tracking mechanisms combining automated scoring and human review.
- Conducted hands-on AI safety and security analysis, identifying and remediating high-severity agent execution and instruction-handling risks.

Experience

Vantagea | Founder, Consulting | UK

12/2025 - Present

- Design and deliver production-grade agent-based AI systems for real customer workflows, with a focus on safety, reliability, and human-in-the-loop control.
- Build autonomous systems that integrate with existing infrastructure and internal data, emphasizing constrained execution, evaluation, and long-horizon reliability.
- Advise teams on agent architecture, governance, and risk mitigation, including adversarial review and safe deployment patterns.

Pulumi | Customer Success Architect | Remote UK

02/2024 – 12/2025

- Owned technical success, onboarding, expansion, and long-term adoption across a portfolio of global enterprise accounts, aligning architecture, engineering, and executive stakeholders to deliver measurable outcomes.

- Built award-winning automation and agent-driven tooling that streamlined internal support triage and cross-domain workflow execution (**recognised with multiple organisational innovation awards**).
- Led multi-team adoption of Pulumi Cloud across enterprise client engineering organisations, managing **30+** strategic enterprise accounts representing **~\$5M** in annual renewal revenue.
- Reduced recurrence of high-severity production issues (state drift, race conditions, provider inconsistencies, multi-region failures) by diagnosing root causes with customers and partnering with Product & Engineering on permanent fixes.
- Accelerated multi-cloud production adoption (AWS, Azure, GCP) by running discovery workshops and defining modular enterprise reference architectures.
- Designed and delivered large-scale technical workshops and webinars to thousands of attendees in partnership with AWS, Google and GitLab, co-developing hands-on materials with partner engineering teams for enterprise customers and the wider community.
- Influenced product roadmap by providing structured field insights across agent systems, ESC, deployment orchestration, IaC workflows, and platform observability.

Smart Pension | Customer Success Architect | Remote UK

06/2022 – 01/2024

- Developed a service-catalogue API that streamlined the integration of services into observability systems, enabling uniform monitoring and improving operational workflows; achieved **60% faster onboarding time** for new services.
- Formulated advanced log-indexing strategies, reducing daily log entries by **~75%** (from ~41M to ~10M) and delivering **70% cost savings** in observability expenses.
- Automated database snapshot integrity checks and metric reporting, reducing manual processing time by **80%** and achieving full adoption across client environments.

AJW Group | Principal Site Reliability Engineer | Horsham UK

07/2018 – 06/2022

- Architected and implemented a unified observability pipeline for internal- and external-facing APIs across the corporate platform: designed structured logging, distributed tracing, metrics ingestion and correlation rules enabling cross-region debug and root-cause analysis at scale.
- Migrated hundreds of services from on-premises infrastructure to a globally distributed, event-driven AWS/Kubernetes-based platform, ensuring high availability for mission-critical aviation-support workloads.
- Supported a service portfolio of ~2,000+ microservices, enabling self-service deployment pipelines, shortening lead times for changes and decreasing change-failure rate; achieved a **20% reduction in SLA breaches**.
- Automated incident-management workflows, reducing response times by **> 30%** and enhancing the quality and effectiveness of post-incident reviews.

AJW Group | Senior Platform Engineer | Horsham UK

03/2017 – 07/2018

- Solely defined the end-to-end architecture and executed the migration of hundreds of services from on-premises infrastructure into a resilient, event-driven, globally distributed kubernetes self service platform covering external-facing and internal-facing APIs and delivering high availability for mission-critical aviation workloads.
- Architected and implemented a global PaaS infrastructure across multiple Kubernetes clusters and regions worldwide, designed to keep aircraft flying and minimise costly “on-ground” events by ensuring active-active availability and region-fail-over readiness.
- Reduced SLA breach incidents by **20%** through platform stability enhancements, strengthened observability, and proactive remediation mechanisms.
- Accelerated deployment frequency, shortened lead times for changes and decreased change-failure rate by embedding self-service deployment pipelines and observability best practices in the platform.

Equinix | Managed Services Engineer | London UK

01/2016 – 03/2017

- Served as the primary technical escalation contact for UK Managed Services customers, optimising resolution workflows and decreasing customer downtime.
- Developed and deployed a headless automation system for remote hypervisor installations in data-centre cabinets, significantly improving onboarding and provisioning timelines.

Education

University of Portsmouth, UK - Computer Network Management & Design	2003 - 2005
Solent University, UK - Cisco Certified Network Associate	2005 - 2006
CNCF - Certified Kubernetes Administrator (CKA) - CKA-2000-006866-0100	04/2020