

Roger Murphy - Companies, Projects, and Delivery Proof

Supporting ledger for SAP NS2, SAP America, oshal / Agentic Federal, consulting engagements, account footprint, and early-career delivery.

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This addendum is intentionally detailed. The main resume stays concise; this document preserves the companies, accounts, engagements, tools, and project evidence behind the resume claims.

Executive Proof Summary

BS in Computer Science and Computer Engineering plus an MBA (Leadership and Ethics). 20+ years across SAP delivery and engineering, from full-stack developer roots through architecture, TQM, and \$82M presales, most recently Program Manager / SRE Lead of the SAP NS2 secure DevOps cloud (CTO org) on AWS GovCloud. Hands-on delivery includes the deployment and redesign of an AI-assisted AIOps capability using event deduplication and correlation, AI root-cause analysis, and human-in-the-loop self-healing on Gardener-managed Kubernetes with Argo CD GitOps; Python engineering throughout the CI/CD toolchain; and an AI-generated test-automation capability using custom Playwright suites. Program management experience includes leadership of 50-person cross-functional organizations with up to 6 project managers, each running teams of 5 to 10 technical and functional members, with ownership of delivery, governance, and executive communication. Active U.S. DoD Secret clearance; U.S. Citizen.

Employer Spine

Employer	Industry	Span
SAP NS2	Software / sovereign cloud	2021-present
SAP America	Enterprise software	2006-2021
Baldor Electric	Electric motors/drives/generators	2002-2006

Agentic Federal / oshal, Independent Open Source and R&D

Founder / Principal Engineer (Independent) | agenticfederal.us - oshal (open-source) | 2024 to Present

- Designed and built oshal, a self-hostable multi-agent orchestration platform: a swarm controller decomposes a ticket into phases and dispatches them to containerized bot-node workers, each running a different agent harness (Claude Code, OpenAI Codex CLI, Cline, CrewAI, Gemini CLI) against a different LLM provider, coordinating over a Redis Streams mesh with per-agent queues, heartbeats, and handoff workflows
- Built a multi-harness execution framework on a shared CLI-subprocess base adapter so adding a new harness or provider is a single class behind a stable interface; provider routing spans OpenAI, Anthropic, Google, Groq, and OpenRouter plus local runtimes (Ollama, LM Studio, LiteLLM), with SAP AI Core and Amazon Bedrock integration patterns
- Implemented a tri-store per-user data architecture (relational in PostgreSQL, vectors in ChromaDB, and a knowledge/relationship graph) behind a data-broker, so each user's own storage backs a private 'portal into their world' that agents query with provenance and citation rules
- Engineered a graph-database layer that correlates entities, tickets, tools, costs, and agent activity into a learned graph used for retrieval, routing, and cross-app context
- Built an MCP (Model Context Protocol) tool registry and an A2A / remote-agent gateway (headscale mesh, HTTP task dispatch, workspace-sync) so external agents, tools, and remote desktop workers interoperate with the in-swarm Redis mesh; a companion Electron desktop app turns a laptop into a swarm worker
- Implemented runtime application/tool/agent registration from declarative YAML manifests (no rebuild for manifest-driven changes) and a reusable connector runtime, with real signed connectors for Walmart, Duffel, Spotify, Slack, Jira, Uber, Gmail, and HashiCorp Vault

- Built a central cost/telemetry ledger that captures per-call token cost and usage once per provider call in PostgreSQL and attributes spend by ticket, agent, and user, with a model gateway enforcing per-user budgets and free-tier provider rotation
- Built AI human-in-the-loop self-healing / AIOps: cAdvisor and Prometheus feed Alertmanager into an incident-RCA agent that proposes remediations a self-healing bot applies under operator approval
- Hardened the platform with PostgreSQL row-level security and RBAC (FORCE RLS across 84 tables), per-agent tool authorization and tiers, an append-only audit ledger, a posture-scanning Security Center, and OPA / DLP / SIEM governance patterns
- Delivered persona-driven quality gates (output classification, citation rules, required artifacts, escalation packets) and workflow publishing that turns runnable workflows into governed ticket queues
- Engineered the stack in Python and TypeScript on Docker Compose (Redis, PostgreSQL, ChromaDB, containerized bot workers) with Kubernetes deployment patterns, hosted via Cloudflare Tunnel / Pages at agenticfederal.us, runnable fully local or against hosted LLMs

oshal Applications and Demonstrations

- Career-Hunter / Job-Hunter: ATS scraping, AI fit-scoring against a structured career database, and tailored resume/cover generation (the system that produced this document)
- Trading swarm: dual paper/live ledgers on a broker API with every trade justified, plus nightly backtest/optimizer and human-approved tuning (paper-only)
- AI Deal Finder: auction / marketplace intelligence and deal ranking
- Little Monsters: a K-12 study application with retrieval-augmented tutoring
- Token Chase: an LLM optimizer that replays a captured model call on other models to compare cost, latency, and accuracy
- World Intelligence: a declarative research/analysis app with dedicated analyst agents
- LoRA Studio: train and validate character LoRA adapters
- Security Center: security-posture scanning, runtime/ledger/audit detection, and analyst triage
- Workflow Studio: publish runnable multi-agent workflows as person/tenant/public ticket queues
- Jarvis: an ambient voice/orb assistant with continuous conversation over the swarm
- Movies & TV, Travel (Duffel), Shop (signed Walmart), Music (Spotify), Feeds (Slack), and Jira concierge apps built on the shared connector runtime
- Vids Operator: drives Google Vids / Veo for automated video production; Unreal MCP integration for UE 5.5

oshal Technology Footprint

Python, TypeScript, Docker, Redis Streams, PostgreSQL, ChromaDB, MCP, A2A, LLM orchestration, RAG, Claude Code, OpenAI Codex, CrewAI, Gemini, Ollama, LiteLLM, Knowledge graph / graph database, Data-broker (tri-store: relational + vector + graph), PostgreSQL Row-Level Security (RLS) / RBAC, Prometheus / Alertmanager / cAdvisor, AIOps self-healing, Model gateway / provider routing, Cost & token telemetry ledger, Connector runtime (OAuth + signed connectors), headscale mesh (A2A / remote agents), Cloudflare Tunnel / Pages, Kubernetes, OPA / DLP / SIEM governance, Electron desktop worker, YAML manifest-driven runtime registration, Groq, OpenRouter, Amazon Bedrock, SAP AI Core

Role Timeline and Delivery Detail

Program Manager / SRE Lead, Secure DevOps Cloud Environment

SAP NS2 | 2024 to Present

- Ran the secure DevOps cloud program end to end as Program Manager in the CTO organization - building the lower-level development enclave on AWS GovCloud and establishing the CI/CD pipeline to production, owning lower and upper environment artifacts through go-live and ongoing support
- Established the secure DevOps delivery program end to end as program manager - test automation, automated security scanning, container scanning and promotion, code scanning and promotion, release management integrated into the CI/CD pipeline, secure transport layers, and provisioning/hosting of the lower-level environments - consolidating centralized DevOps/SRE practices with governed monitoring, QA, and Release-Management standards
- Led the design and build of the internal developer platform: a containerized, self-service CI/CD toolchain on GitLab + Harbor with governed, auditable releases via ServiceNow CAB approvals and Release Management, enabling parallel development/testing under strict regulatory controls
- Embedded security-by-default: integrated Tenable/Nessus vulnerability scanning, Trivy container/image scanning, and code scanning - removing manual bottlenecks while satisfying audit and compliance requirements

- Designed and managed the development of an expansive test-automation platform and built an AI test-case team that used AI to generate custom Playwright scripts wired into the platform
- Led the build and operation of the DevOps environment - capable of supporting all QA platforms across commercial and regulated environments, currently running 3 major product lines (20% of QA systems) through the pipeline - where products were validated before promotion to production
- Established shared DevOps services for acceleration and enablement - reusable platform capabilities that let product and implementation teams build, test, and release faster under regulatory controls
- Deployed and redesigned an AI-assisted AIOps capability - event deduplication and correlation for noise reduction, AI-enabled root-cause analysis, and human-in-the-loop self-healing - on Gardener-managed Kubernetes with Argo CD GitOps; recently reached production as ONE component of the broader monitoring and incident-response monitoring pipeline
- Stood up and ran the NS2 Sandbox Datacenter as the engineering/DevOps backbone - production-like, on-demand environments with self-service intake via ServiceNow
- Led an organization approaching 50 people - directing up to 6 project managers and their 5-10-person technical/functional teams - owning delivery cadence, governance, and executive risk communication
- Delivered the secure DevOps cloud environment primarily on AWS GovCloud, and additionally executed smaller initiatives on Google Cloud Platform (GCP) and Microsoft Azure
- Ran daily cloud operations across AWS (AWS CLI and console) and GCP (gcloud CLI and console) as part of operating the DevOps cloud program
- Stood up the secure DevOps CI/CD pipeline from the ground up, creating a hardened enclave inserted between the parent company's software delivery and production where software was received, hardened, and promoted to production
- Engineered a fully automated CI/CD pipeline with baked-in test automation and ServiceNow integration, primarily using Argo, GitLab, and Harbor, with Vault, Concourse, and Jenkins
- Implemented open-source tooling (Prometheus, OpenSearch, Grafana, Logstash, Kafka) in support of proprietary multi-tenant SAP services including SAP BTP on Cloud Foundry, SAP HANA Cloud, SAP Ariba, and SAP Fieldglass
- Built a centralized monitoring concept (CloudWatch, Dynatrace, Prometheus, Zabbix) feeding an monitoring and incident-response pipeline where events were processed, deduplicated, and evaluated by AI agents before generating ServiceNow incidents
- Engineered Python across CI/CD processes and leveraged open-source Python-based tooling, using cron functions extensively in building the operations monitoring platform for the DevOps team
- Built custom Python backend programs, using AI technology to assist in the coding
- Engineered the operations platform's telemetry data flow as a DevOps/SRE play-routing OTel data shipped from remote systems across microservices to filter, prioritize, analyze, and remediate reported issues
- Built data-movement pipelines (CI/CD, monitoring, and PI/PO data feeds) on Kafka to connect and prioritize operational data between microservices
- Built and ran the secure lower environments and shared services outside production where software was hardened and validated against FIPS 140, IL4, and NIST controls before promotion to the FedRAMP-authorized production environment
- Enforced enclave promotion gating so any product moved into a productive enclave first satisfied FedRAMP authorization and compliance requirements
- Ensured products had proper monitoring in place and were connected to the monitoring and incident-response pipeline before promotion to production
- Led the design and build of the secure enclave and supported it in productive use
- Built and delivered the monitoring and incident-response platform, an end-to-end pipeline spanning system-level collectors through to ServiceNow event generation
- Implemented Prometheus-based monitoring across the multi-tenant cloud and SAP BTP estate as part of delivery management
- Integrated Dynatrace with SAP HSM back-end and multi-tenant hosted systems as well as SAP BTP systems
- Applied deep TypeScript and Python development to build and automate observability and monitoring and incident-response tooling
- Hardened and modified existing open-source and parent-company code bases, and built ground-up side projects (e.g., Job Hunter, in active use) using Java/JVM and JavaScript
- Reported program results directly to VP- and C-level stakeholders on a weekly and monthly cadence
- Delivered DevOps cloud capabilities spanning multiple cloud platforms, including Microsoft Azure and Google Cloud Platform (GCP)
- Built the program budget demand and worked with Finance on approvals, held accountable to spend and run rates

- Operated SAP software in the NS2 data centers on Gardener (a Kubernetes management/wrapper layer), with the majority of workloads running on AWS GovCloud
- Drove Infrastructure-as-Code as a core SRE/DevOps practice with Terraform and Ansible, including configuring the AWS Bedrock setup and building and maintaining VPCs for the development environment
- Stood up SRE practice (SLOs/SLIs/error budgets) as program manager in the CTO organization; the monitoring and incident-response monitoring pipeline (earlier monitoring program) drove MTTR down by 61% and reduced incident volume by 45%
- Designed secure data center networking for the sovereign cloud environment, including subnet design, DNS, AWS Transit Gateway connectivity, and PrivateLink-based exposure controls
- Implemented identity and access controls - Active Directory integration, two-factor authentication, and SSO via Keycloak and HashiCorp Vault
- Deployed CrowdStrike endpoint agents via AWS SSM and integrated container scanning and remediation into the automated CI/CD pipeline
- Work hands-on with the current SAP cloud portfolio - RISE with SAP, Clean Core, SAP Cloud ALM, SAP HANA Cloud, and SAP Business AI (Joule)

Escalation Manager, Mission Control Center (MCC)

SAP NS2 | 2021-06 to 2024-10

- Directed P1/critical incident response across secure cloud landscapes; orchestrated global resources
- Advanced automation-first operations: centralized monitoring, test automation, self-healing patterns
- Established the Mission Control Center escalation practice, building it heavily on Power Automate and Power Apps
- Built Microsoft Graph integrations to auto-generate meeting notes from recorded meetings, enabling one-click transcript generation and automated email distribution to team members
- Served as escalation lead in the Mission Control Center, orchestrating and debugging remediation of top critical issues across AWS, GCP, and on-premise data centers
- Partnered with engineering teams to construct root-cause analyses and drive fixes for critical issues, then communicated outage status and future-proofing recommendations back to leadership
- Provided on-call coverage and led de-escalation of critical systems for hosted BTP, Fieldglass, and single-tenant applications
- Defined and shaped organizational business process flows in ServiceNow from an ITIL process perspective, partnering on the underlying ITSM process definitions for the organization
- Integrated SAP solutions with surrounding enterprise systems, including ServiceNow (ITSM)
- Built the escalation management program for the Mission Control Center (MCC), establishing the support systems and escalation processes used to handle production incidents
- Partnered within the office of the CTO to design and build the underlying support systems for the escalation function
- As MCC Escalation Manager, served as a trusted advisor for premium customers during critical support moments - owning case orchestration and resolution, running customer status cadences, and delivering value and trend reporting to customers and SAP leadership
- De-escalated business-critical customer situations and clarified communications between customers and engineering teams, keeping customer stakeholders and executives aligned through high-pressure incidents

Presales / Principal Solutions Architect, Premium Engagements (Solutioning Center, South MU)

SAP America | 2018-01 to 2021-07

- Closed \$82M in Premium Engagement/MaxAttention revenue across full scope-to-close lifecycle
- Built standardized Opportunity-to-Quote / PE-approval process for South MU
- Built accelerators, opportunity dashboards, and an offline Opportunity Report Cockpit (reusable scoping/estimation queries)
- Delivered 100+ customer workshops and 40+ presales proposals
- Prepared ground-up initiative responses to RFPs and developed pitches to executive leadership as a presales scoping engineer
- Led SAP solution architecture and value-based scoping across premium engagements through the full pre-sales, solutioning, procurement, and contract lifecycle, including renewals and customer retention
- Worked directly with customers to identify their pain points and articulate the value of solution engagements, translating business challenges into scoped, outcome-based proposals

Engineering Architect, SAP MaxAttention

SAP America | 2014-01 to 2017-12

- Engineering Architect for Home Depot, Chevron, Tesoro, Valero, CenterPoint Energy, Entergy, Mohawk, Tyson Foods
- Led the Premium Engagement digital transformation team at Tesoro (25 dotted-line reports), partnering with Accenture on the first S/4HANA implementation in North America
- Prevented cancellations at CenterPoint and Valero via outcome-based service planning + C-level value discussions
- Architected HA/DR for CenterPoint Energy (24/7 call-center + grid systems)
- \$30M+ in renewals/expansions - a 100% renewal rate, 90% expansion rate, and 400%+ weighted-average expansion across the account portfolio
- Set up, debugged, and remediated JVMs underpinning SAP's Java-based products (SAP BTP, SAP HXM, NetWeaver) while building and correcting custom applications on those platforms
- Engaged CTO and C-level executives to define software roadmaps and implementation plans, converting them into contractible efforts
- Managed sold-engagement contracts end-to-end, governing call-off consumption and ensuring value realization
- Responsible for contract renewals and expansions
- Provided SAP business and technical solution architecture across enterprise, cloud, and platform solutions (SAP S/4HANA, SAP HANA, SAP BTP), translating customer strategy into target architecture and transformation roadmaps
- Acted as transformation partner and trusted advisor to CIO/CxO leadership, driving solution adoption, consumption, and value realization against an enterprise success plan with measurable KPIs and value drivers
- Advised customers on adoption of emerging technologies - predictive analytics, IoT, and machine learning - within their SAP landscapes, influencing outcomes across matrixed organizations without direct authority
- Developed enterprise architecture models using SAP's Enterprise Architecture Framework (North Star), aligning customer enterprise goals with target architecture and transformation roadmaps
- Supported and managed multiple Technical Quality Managers (TQMs) and quality managers across customer engagements at ExxonMobil, Chevron, Valero, The Home Depot, CenterPoint Energy, and Mohawk Flooring, owning customer engagement management and delivery quality across the account portfolio
- Contributed to the transformation of the delivery organization, providing thought leadership grounded in SAP offerings and delivery processes
- Supported First Line Service Managers and mentored Services Account Executives on positioning PE Services Delivery models (Success Plans, Project, Engagement, Education, Innovation)
- Managed account-portfolio financials including utilization, revenue forecasting, and budget metrics
- Collaborated with the PE Center of Expertise (CoE) to staff the best talent to customer Success Plans
- Served as point of escalation for Services Sales and License Sales when project issues required SAP management to help resolve them
- Established program governance for each account as the primary delivery point person aligned to customer executives across the full services lifecycle, from sales support through implementation and post-go-live support
- Positioned SAP Services in support of customer success

Technical Quality Manager (TQM), SAP MaxAttention - embedded at ExxonMobil

SAP America | 2011-06 to 2013-12

- Embedded onsite TQM for ExxonMobil technical health, service planning, exec reporting, top issues, global delivery
- Designed Innovation Control Center safeguarding a \$500M chemicals re-implementation to zero-defect go-live
- Delivered Solution Manager 7.1 readiness workshops (ChaRM, BPCA/RBPD, Retrofit, monitoring, blueprint)
- Led first ExxonMobil Technical Integration Check in 2+ years
- Grew MaxAttention consumption from 5 to 3,000+ service-days/year, with a 4.2/5 average quarterly customer feedback score
- Partnered with C-level executives on operational efficiency initiatives and program health reporting
- Owned the engagement contract budget post-sale, managing the call-off and ensuring delivered value against the sold scope
- Drove contract renewals and expansions for premium engagements
- Served on-call and provided hands-on production support as part of SAP MaxAttention engagements
- Sustained deep customer trust as an escalation point - fielded a direct production-support call from the CFO of Valero at 1AM, two years after rotating off the account to a new role
- Served as Technical Quality Manager (TQM) and trusted advisor to ExxonMobil IT and business leadership, owning end-to-end Service/Success Plan execution across the customer lifecycle to drive solution adoption, outcomes, and value realization
- Established and led the governance cadence - executive steering committees and quarterly business reviews (QBRs) - delivering clear, value-based executive reporting on delivery quality, risk, and realized outcomes

- Drove proactive risk, issue, and escalation management for the SAP MaxAttention premium engagement, applying SAP quality- and value-management frameworks to maximize realized value and renewal readiness
- Ran weekly Premium Engagement status reporting and led PE Steering Meetings to align SAP's involvement and report delivery quality, risk, and realized value to the customer
- Planned, scheduled, and forecast committed PE service days (TQM and Expert Service Days), maintaining PE time-actuals and revenue forecasting against the engagement call-off in SAP financials
- Applied expert knowledge of the SAP Maintenance Portfolio (Enterprise Support, Standard Support, Product Support for Large Enterprises, MaxAttention, ActiveEmbedded) to position and deliver the right premium-engagement services

Principal / Senior Technology Consultant

SAP America | 2006-05 to 2011-06

- Technical stabilization, architecture reviews, custom dev, SAP integration, portals, WebDynpro, Adobe Forms, SolMan, SRM/MDM, go-live support across North America
- Built func/tech specs, mentored developers, managed offshore workstreams, code reviews, production-critical deployments

Lead Development Architect / Business Analyst (Emerging Technologies Specialist)

Baldor Electric, Fort Smith, AR | 2002 to 2006

- Web AS 6.20 e-commerce site driving 150%+ web-revenue increase
- 6.40 Portal shop-floor display app; decision-driven material creation/customization web app
- RICE specs; DCs (WebDynpro/Portal/EJB/Model/Library) in Eclipse/NWDS with DTR/CBS
- Supply-chain XML services via JCO + SAP Business Connector; shipment tracking (IXOS); engineering-drawing PLT->PDF retrieval; custom HR portal; SAP TEM
- Bar-coding + warehouse mgmt rollout across 20+ states; serial/barcode archiving; MAGIC help desk admin; taught SAP boot camp + web-architecture class
- Built the manufacturing shop-floor display system to surface real-time production information on the plant floor
- Developed the company's online sales portal
- Designed and built a dynamic generator product configuration and pricing estimator (configure-to-order quoting/estimator tool)

Named Client and Account Footprint

Early Consulting

Anadarko Petroleum, Eli Lilly, The Coca-Cola Company, The New York Times, DaimlerChrysler, Brown-Forman, Alberta Treasury Branches (ATB), Lockheed Martin, Tech Data

Tqm

ExxonMobil

Engineering Architect

The Home Depot, Chevron, Tesoro, Valero, CenterPoint Energy, Entergy, Mohawk, Tyson Foods

Presales 2019 Closed

DS Technology Hub, HDS Retail North America, Medline Industries, Kimberly-Clark, Warner Music Group, CenturyTel, Ulta Beauty, Warner Bros. Entertainment, Molex, Tessco Technologies, The Home Depot, Clarios, Thermo Fisher Scientific, Johnson Controls, Dept. of Fisheries & Oceans Canada, Alcon Pharmaceuticals, Kontoor Brands, Merit

Presales 2018 Keys

ConAgra, Diversey, Nvidia, Occidental (Oxy), PPG, Spin Master, Terumo, Chevron, The Home Depot, Valero, Dart, Composites One, Delta Airlines, Hunter Douglas, Marine Atlantic, Toromont, INEOS

Detailed Consulting and Project Ledger

Selected early technical engagements are grouped by industry and customer context, with emphasis on the role, duration, deliverables, and technology used.

Industry / Customer Context	Project	Role	Duration	Key Deliverables and Technology
Electrical Mfg (AR)	Emerging Technologies Specialist	Lead Dev Architect / BA	4 yr	Web AS 6.20, e-commerce, shop-floor portal, JCO, Business Connector, TEM, barcoding
CPG	IP-enabled query / web-template gaming app	Java/Script Lead Developer	18 mo	JavaScript business engine, Integrated Planning, FOX, WAD, KM web services, SRM, ABAP Objects, BEx 3.5
CPG	HCM Processes & Forms (P&F)	Adobe Form Architect	1 yr	Adobe Forms, JavaScript libraries, HRASR_PROCESS_EXECUTE, QISR_UI, WebDynpro ABAP, workflow
Media	IS-Media go-live	Portal / UI Developer	8 mo	Enterprise Portal 7.0, custom portal framework, HTMLB, advertising self-service UI
Banking	Banking / CRM go-live	Lead Integration Expert (ABAP WD / Adobe Forms)	5 mo	WebDynpro ABAP, Adobe Forms, 50+ forms, Solution Manager, offshore mgmt
Textile Mfg (Montreal)	J2EE WebDynpro shop-floor go-live	NWDI / WebDynpro support	5 mo	Java Bean DCs, WebDynpro DCs, EAR, JDBC
Oil & Gas (TX)	WebDynpro + Adobe Forms dev, ADS install	NWDI / ADS / WD-Forms consultant	4 mo	WebDynpro, Adobe Forms, ADS, WAS 6.40, R/3 rollout
CPG	TCO reduction / Solution Manager go-live	Lead Integration Interface Expert	4 mo	IDOC, Enhancement Workbench, Web Services, PI, Solution Manager
Consumer Electronics	Last-mile SAP integration	Integration Expert	3 mo	non-SAP->SAP integration, enterprise architecture, data migration
Consulting Services (TX)	SRM-MDM 1.0 go-live	Java WebDynpro / BADI ABAP Developer	3 mo	SRM-MDM, web service, BADI, ABAP, MDM
Pharmaceuticals (IN)	MSS & ESS go-live	MSS/ESS WD customization / Adobe Forms	2 mo	ESS, WebDynpro, Adobe Forms, W-4, SLD, J2EE, multi-language
Aerospace & Defense	MSS & ESS upgrade	Basis Upgrade / Dev / Mentor	2 mo	NWDS, JDK, PCD, NWDI, ABAP enhancement
Utilities	Presales	Portal / ABAP WebDynpro Developer	1 mo	POWL, Adobe Flex, Flash Island, ABAP WebDynpro
Aerospace & Defense	BW 3.5 custom reporting	Web Template Customization	0.5 mo	BW web templates, HTML, JavaScript
CPG	MDM 5.5 go-live	MDM Java API Developer	0.5 mo	MDM4J, MDM 5.5 API, Solaris, XML
Electrical Mfg (AR)	BW 3.5 Portal report integration	WD / Portal / BEx Query Customization	0.5 mo	BEx, WebDynpro, Portal iViews
Automotive (MI)	Java->ABAP WebDynpro conversion	ABAP WebDynpro Developer	0.25 mo	WebDynpro ABAP, RFC
Aerospace & Defense	ESS/MSS upgrade	NWDI / Java WebDynpro Expert	0.25 mo	NWDI, CMS, NWDS
Life Science	Travel Management dev (ESS)	WebDynpro Developer / NWDI Admin	0.25 mo	WAS 640, JDI, ESS 1.0, OSS notes
CPG	MDM go-live	Java Developer	0.25 mo	Java, MDM, Solaris batch
Media Publishing	IP / BPS go-live	(Spot) JavaScript Expert	0.05 mo	JavaScript, Integrated Planning, Excel extract/load

Metrics and Proof Points

- Program-managed an organization of 50 people - directed 6 project managers each leading teams of 5-10 technical/functional staff; owned delivery, governance, and executive communication
- On the NS2 DevOps/SRE program, designed and managed development of a test-automation platform and built an AI test-case team that used AI to generate and integrate custom Playwright tests into the delivery flow
- Recognized SAP NetWeaver Java / Portals expert - multi-year conference speaker (BW Portals, SAP TechEd, ASUG) on the SAP NetWeaver Java (6.40) Portals/BW stack; 9+ years hands-on Java/J2EE
- Deployed and redesigned an AI-driven noise-reduction/enhancement engine monitoring the secure dev enclave; ONE component of the monitoring and incident-response pipeline, recently to production; on Gardener (Kubernetes) + Argo CD GitOps
- Deployed and redesigned an AI-assisted operations capability as a container-based AIOps component within the broader SAP NS2 monitoring and incident-response monitoring platform and CI/CD environment
- Ran the NS2 DevOps cloud team; pipeline-integrated Tenable/Nessus + Trivy security scanning, GitLab, Harbor
- Integrated CI/CD with ServiceNow approvals (CAB) + Release Management modules; AI assessment of top issues
- \$82M closed Premium Engagement / MaxAttention revenue
- 2020: 14 net-new logos, \$28M net-new-logo bookings, 93% quotes incl. PE
- 2019: 18 closed deals = \$33M (+\$25M CVX), 82 deals / 70 customers
- 2018: \$13.95M bookings, 10 bookings, 7 net-new logos, 90% utilization
- \$30M+ renewals/expansions (EA era)
- Led Tesoro's PE digital transformation team (25 dotted-line reports), partnering with Accenture on the first S/4HANA go-live in North America
- Safeguarded \$500M chemicals re-implementation to zero-defect go-live
- Grew MaxAttention consumption 5 -> 3,000+ service-days/year, 4.2/5 quarterly customer feedback (ExxonMobil / TQM role)
- 100% renewal rate, 90% expansion rate, 400%+ weighted-average expansion (Engineering Architect / renewals & expansions role)
- Web AS 6.20 e-commerce: +150% web revenue
- 50+ Adobe Forms in one banking/CRM go-live
- Barcoding/WM rollout across 20+ states
- MTTR reduced 61% via the monitoring and incident-response monitoring pipeline (earlier monitoring program)
- Incident volume reduced 45% via the monitoring and incident-response monitoring pipeline (earlier monitoring program)

Skills Matrix

Program Delivery Mgmt

Proficiency: expert

Program/Delivery Management, Account Turnaround, Incident Command, Crisis Management, SLA/KPI Governance, Service Planning, Executive Reporting, Stakeholder Management, Offshore Team Leadership, Org leadership (50-person teams), Coordinating multiple project managers, Cross-functional program management, Root Cause Analysis (RCA) facilitation, On-call escalation leadership, Outage status communication to leadership, C-Level / VP Executive Reporting, Roadmap-to-Contract Conversion, Budget Demand Planning, Finance Approval Coordination, Spend & Run-Rate Accountability, Site Reliability Engineering (SRE), SLO/SLI Definition, Error Budget Management, MTTR Reduction, Project Roadmap Ownership, On-Call Production Support, Escalation Management Program Design & Build, Production Support Systems Development, Office of the CTO - Support Systems Build

Architecture

Proficiency: expert

Enterprise Architecture, Solution Architecture, Integration Architecture, HA/DR Design, S/4HANA Roadmaps, HANA, Platform Engineering, Microservices design & implementation, Microservice architecture, SAP business & technical solution architecture (enterprise, cloud, platform), SAP S/4HANA, SAP Business Technology Platform (BTP), Transformation roadmap & target architecture, Cloud & platform solution adoption, RISE with SAP, Clean Core strategy & principles, SAP Enterprise Architecture Framework (North Star), Enterprise architecture modeling (framework-based)

Presales Commercial

Proficiency: expert

Presales Solution Architecture, Deal Scoping & Estimation, Margin/Commercial Governance, Value Assurance Modeling, Quote-to-Order, Sales Enablement, Customer Education, RFP Response Development (ground-up initiatives), Executive Pitch Development, Contract Call-Off Management, Contract Renewals & Expansions, Value Realization / Value Assurance, Pre-sales / Solutioning, Procurement & contract lifecycle management, Business case creation & value drivers, Configure-to-Order (CTO) Product Configuration & Pricing Estimator, Dynamic Quoting/Pricing Engine Development

Devops Cloud

Proficiency: expert

CI/CD pipeline design & engineering, GitLab / GitLab CI/CD, Container-based architecture, Docker, Kubernetes, Release Management & promotion, SAP Transport Governance (STMS/ChaRM), AIOps, Observability / Monitoring, Test automation + automation-of-test-automation, Self-healing patterns, Terraform, Ansible, Infrastructure-as-Code, AWS Bedrock (Terraform-provisioned), VPC design & management, ServiceNow pipeline integration (CAB approvals + Release Management modules), Secure/Sovereign Cloud Ops, Gardener (managed Kubernetes), Argo CD (GitOps CD), GitOps, Alert-noise reduction / signal enhancement, Site Reliability Engineering (SRE), Reliability engineering, Test-automation platform & AI-generated Playwright tests, Playwright test automation, AI-assisted test automation, AWS GovCloud, Google Cloud Platform (GCP), Microsoft Azure, HashiCorp Vault, Argo CD, Concourse, Jenkins, Harbor (container registry), ServiceNow integration, Pipeline test automation, Secure enclave build & hardening, Automated promotion to production, Python-based open-source tooling, Cron functions / scheduled jobs, Monitoring/data pipeline scripting (microservice-to-microservice), Automated issue triage, prioritization & remediation pipelines, AWS production operations, AWS CLI, GCP (Google Cloud Platform), gcloud CLI, Cloud console operations (AWS/GCP), Gardener (Kubernetes management/wrapper), Infrastructure-as-Code (IaC)

Devsecops

Proficiency: advanced

DevSecOps, Security & vulnerability scanning (Tenable / Nessus), Container/image scanning (Trivy), Pipeline-integrated security gates, Vulnerability & compliance management, Regulated/sovereign pipeline controls, Container scanning & automated remediation in pipeline, CrowdStrike EDR agent deployment (via AWS SSM)

Ai Enablement

Proficiency: advanced

AI/LLM Engineering Enablement, API Automation, Secure AI Adoption (classification-aware), Custom Python backend development, SAP Business AI (Joule), Agentic AI system design & development, Multi-agent / swarm orchestration, Independent agentic AI initiative (agenticfederal.us)

Sap Functional

Proficiency: advanced

Solution Manager 7.1, ChaRM, BPCA/RBPD, SRM, MDM, CRM, SD, HR/HCM, TEM, BI/BW, ESS/MSS, Integrated Planning (IP/BPS/FOX), SAP Cloud ALM

Development Languages

Proficiency: expert (Java/J2EE)

ABAP (6 yrs, primary before Java), Java / J2EE - EXPERT (9+ yrs; SAP NetWeaver Java / Portals / Web Dynpro; conference speaker), JavaScript, FLEX/ActionScript (1 yr), Python, SQL, SAP NetWeaver Java (6.40 stack), SAP Enterprise Portal development, J2EE / Servlets / JSP, TypeScript (deep development experience), JVM debugging & troubleshooting, JVM setup, configuration & remediation

Sap Dev Tech

Proficiency: expert

WebDynpro Java, WebDynpro ABAP, Adobe Forms (ADS), SAP Portal/iViews, SAP Web AS 6.x/7.x, NetWeaver, ABAP Objects, RFC/BAPI, BADI, Enhancement Workbench, BEx Web (WAD), Guided Procedures, EJB, JSP/Servlet, Java-based SAP platform internals (BTP/HXM/NetWeaver on JVM)

Integration Middleware

Proficiency: expert

IDoc/ALE, JCO/JCA/Adaptive RFC, SAP PI, Web Services (SOAP), XML/XSLT/XPath, SAP Business Connector, MDM4J/MDM API, HTMLB, AJAX/Web 2.0, MVC/Model 2

Platform Tools

Proficiency: advanced

NWDI/JDI, Eclipse/NetWeaver Developer Studio, DTR/CBS, STMS, JDBC, Solaris, AS/400 extraction, IXOS, MAGIC Help Desk

Foundational

Proficiency: intermediate

Excel automation/dashboards, Sysadmin/Networking, Windows Server, Barcoding & Warehouse Management, QA/Statistical Analysis, Training & Teaching

Observability Monitoring

Prometheus, Grafana, OpenSearch, Logstash, Kafka, AWS CloudWatch, Dynatrace, Zabbix, Centralized monitoring concept, monitoring and incident-response pipeline, OpenTelemetry (OTel) telemetry pipelines, OTel data ingestion from remote/edge systems, monitoring and incident-response platform (system-level collectors to ServiceNow), ServiceNow event integration, System-level monitoring collectors, Dynatrace integration with SAP HSM back-end & multi-tenant/BTP systems

Sap Cloud Multitenant

SAP BTP on Cloud Foundry, SAP HANA Cloud, SAP Ariba, SAP Fieldglass, Multi-tenant cloud service support, RISE with SAP

Low Code Automation

Microsoft Power Automate, Microsoft Power Apps, Microsoft Graph API integration, Automated meeting transcription & minutes generation

Compliance Governance

FedRAMP Authorization & Compliance, FIPS 140 (validated cryptography), DoD Impact Level 4 (IL4), NIST 800-53 controls, SOC Compliance, Productive Enclave Promotion Controls

Itsm Enterprise Integration

ServiceNow ITSM, ITIL process flow definition, Business process design (ServiceNow / ITIL), ServiceNow integration

Network Security Infra

Secure data center network design, Subnet design, DNS (secure data center), AWS Transit Gateway, AWS PrivateLink (private link exposure controls)

Identity Access Mgmt

Active Directory (AD) integration, Two-factor authentication (2FA/MFA), Single Sign-On (SSO), HashiCorp Vault (secrets management), Keycloak (IAM/SSO)

Customer Success Value

Technical Quality Management (TQM), Success Plan / Service Plan execution, Customer lifecycle management & value realization, Value Management & value-based outcome reporting, Adoption & consumption health management, Quarterly Business Reviews (QBRs), Executive steering committee governance, Governance cadence & value reporting, Trusted advisor to CIO / CxO and business leadership, Influence across matrixed organizations without direct authority, Risk, issue & escalation management, Renewal readiness & customer retention, Premium Engagement / SAP MaxAttention delivery, Outcome-driven customer engagement, Quality management & value management frameworks, Customer-facing engagement leadership

Education, Certifications, Speaking

- BS Computer Science & Computer Engineering | University of Arkansas | 1998 to 2002
- MBA | John Brown University | 2004 to 2006, earned while working at Baldor Electric
- SAP Certified Mission Critical Support Escalation Manager
- SAP Certified Portal Developer

- Microsoft Certified Professional
- TQM Certification
- E2E100 Certification
- Team Lead Training
- SAP TechEd speaker | Phoenix | 2009
- ASUG speaker | Dallas | 2003
- BW Portals speaker | Orlando | 2003 | SAP NetWeaver Java (6.40) Portals / BW stack; recurring / multi-year speaker on the SAP NetWeaver Java Portals stack