

resume

Principal Architect · AI Integration & Agentic Systems · Enterprise Architecture

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US Patent 6,941,305 · Marine Veteran · OSU Engineering

Summary

Principal Architect with 30+ years building enterprise systems at scale — from a SaaS CRM platform serving 2,000+ organizations nationwide to production AI architectures on Azure AI Foundry today. Deep expertise in agentic AI systems, event-driven architecture, and cloud-native design. Proven ability to translate complex technical architecture into business outcomes and drive adoption of emerging technologies across large organizations. Equally effective as a practitioner, a client advisor, and a team enabler.

Core Competencies

AI & Agentic Systems	Architecture & Cloud	Languages & Tools
Agentic AI Systems & LLM Pipelines	Event-Driven Architecture (EDA/CQRS)	C#, Python, JavaScript, Go
Azure AI Foundry & Semantic Kernel	Cloud-Native Design (Azure primary, AWS)	.NET / .NET Aspire / Teams AI Library
Model Context Protocol (MCP)	Enterprise Integration & API Strategy	Workshop Design & Technical Enablement
GitHub Copilot Enterprise Adoption	Multi-Team Technical Leadership · Executive Stakeholder Communication	

Professional Experience

Principal Architect | Centric Consulting

July 2019 – Present | Columbus, OH (Remote)

Lead enterprise AI architecture and technical strategy across financial services, aviation, and insurance verticals. Serve as subject matter expert for AI service offerings and drive technology culture internally.

AI Integration & Agentic Systems

- Architected production LLM-based helpdesk triage system using fine-tuned GPT-4o-mini on Azure AI Foundry, featuring confidence-based routing, ITSM platform integration, and human review dashboard
- Designed multi-agent orchestration frameworks using Semantic Kernel and Model Context Protocol (MCP) for enterprise client integrations, enabling AI-to-tool connectivity at scale
- Championed AI-first development practices across client engagements, driving measurable adoption of AI-assisted workflows in architecture, code generation, and requirements extraction
- Created and scaled enterprise AI development workshop program across Developer, BA, and Test Automation tracks in both .NET and Java editions — driving measurable adoption, not just awareness
- Designed and facilitated cross-functional AI hackathons to rapidly evaluate competing solution approaches, build team AI skills, and drive alignment — accelerating both problem-solving and organizational readiness

Enterprise Architecture & Cloud

- Designed event-driven architectures across enterprise client engagements — Event Sourcing, CQRS, Event-Carried State Transfer, Outbox Pattern — on Azure and AWS platforms
- Delivered architecture for Java microservices modernization with Spring Boot, Kong API Gateway, DynamoDB, and AWS Lambda for large regional financial institution
- Architected AI-enhanced document management system for aviation MRO client — processing large-scale aircraft maintenance record ingestion with AI-driven metadata extraction, document classification, and full-text indexing across multi-system data flows

Thought Leadership & Enablement

- Founded and lead AI Architect Collaborative working group — driving internal AI strategy, Prompt Hub, playbooks, and knowledge-sharing initiatives across the firm
 - Member, Columbus Chamber of Commerce Innovation Council (2 years) — including panel appearance on AI for Small Business (May 2024)
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Senior Architect | Centric Consulting

February 2011 – July 2019 | Columbus, OH

- Delivered enterprise software architecture for clients across insurance, financial services, and healthcare verticals
 - Led legacy modernization initiatives — improving scalability, reliability, and maintainability through modern patterns and cloud migration
 - Conducted architectural reviews, implemented design patterns, and provided technical guidance across cross-functional delivery teams
 - Served as adjunct faculty and collaborated with Columbus State Community College to modernize CS curriculum, design a new C# course, and coach instructors in modern development practices (2015–2016)
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Architect | Centric Consulting

August 2010 – February 2011 | Columbus, OH

- Delivered enterprise software architecture engagements across financial services and insurance verticals
 - Promoted to Senior Architect within six months
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Senior Solutions Architect | Heuristic Solutions, LLC

July 2008 – August 2010 | Washington, DC

- Led architecture for LearningBuilder LMS product from inception through first release
 - Team lead on multiple client engagements across Microsoft technology stack in Metro DC market
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Director of Consulting Services | Allen, Williams & Hughes

July 2007 – July 2008 | Dublin, OH

- Managed consulting engagements and sales cycle; designed and deployed SharePoint/InfoPath environments supporting sales, recruiting, and content delivery workflows for enterprise clients
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Chief Technical Officer | Symeron Software, Inc.

August 1998 – July 2007 | Columbus, OH

- Designed and led development of AutoClick, a SaaS CRM/SFA platform for the automotive retail market — scaled to 2,000+ dealership organizations managing 2M+ prospects nationwide
 - Architected and maintained scalable production hosting environment supporting enterprise-level multi-tenant deployment
 - Integrated platform with major automotive and financial systems: GM, Ford Motor Credit, Credit Acceptance Corp, Mazda North America — using ADF/STAR industry standards
 - Received US patent for the platform's customer management system architecture (September 2005)
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Senior Consultant | newMedia, Inc.

November 1995 – August 1998 | Columbus, OH

- Led technical teams delivering enterprise software solutions for large-scale client deployments; served as Microsoft Certified Trainer
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Application Developer | Metatec Corporation

September 1993 – November 1995 | Dublin, OH

- Developed commercial content applications for the emerging CD-ROM multimedia platform
 - Built data processing and indexing systems for searchable content databases
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Infantry Rifleman (0311) | United States Marine Corps

1990 – 1996 *includes both active duty and reserve service

- Served in support of Operation Desert Shield/Desert Storm
 - Developed leadership, discipline, and mission execution skills under high-pressure conditions
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Education & Certifications

Credential	Institution	Year
BS, Computer Science & Engineering	The Ohio State University	1997
AWS Certified Cloud Practitioner	Amazon Web Services	2018

Credential	Institution	Year
Microsoft Certified Professional	Microsoft	Since 1995

Technical Skills

Category	Technologies
AI / ML	LLM Pipelines & Agentic Systems (Azure AI Foundry, Semantic Kernel, MCP, Teams AI Library), Copilot Platforms (GitHub Copilot, Microsoft Copilot Studio), Techniques (Agentic RAG, Multi-Agent Orchestration, fine-tuning, Azure AI Search)
Event-Driven Architecture	Patterns (Event Sourcing, CQRS, Event-Carried State Transfer, Outbox Pattern), Brokers (Kafka, RabbitMQ)
Cloud Platforms	Azure (extensive), AWS (Solutions Architect), GCP (limited)
Languages	C#, Python, JavaScript/TypeScript, T-SQL, Go
Frameworks	.NET / .NET Aspire, Angular, React, Node.js
Databases	Relational (SQL Server, PostgreSQL), NoSQL (Cosmos DB, DynamoDB)
Tools & Methods	AI Dev Tools (Claude Code, GitHub Copilot), API Gateways (Kong, Azure APIM, AWS API Gateway), DevOps/CI/CD, Agile (Scrum/Kanban), MLOps

Speaking & Publications

- **Agentic-First with GitHub Copilot** — Global Azure Columbus (April 2026)
- **Speaker** — CodeMash (multiple appearances)
- **Speaker** — StirTrek (multiple appearances)
- **Speaker** — Central Ohio .NET Developers Group
- **Speaker** — Central Ohio Azure User Group
- **Technical blog** — shawnewallace.com: AI integration, agentic development, event-driven architecture, prompt engineering
- **npm package** — prompt-library CLI: enterprise AI prompt management tooling

Patents

US Patent 6,941,305 — Customer Management System for Automobile Sales Industry (September 2005)