

RICHARD PRIMERO

Solution Architect | Platform & DevOps Engineer | Cloud Infrastructure, Automation & AI

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PROFESSIONAL SUMMARY

Senior technology professional with 20+ years spanning solution architecture, platform and DevOps engineering, and enterprise IT delivery. Designs scalable, secure, cloud-native architectures across Azure and AWS; builds IaC-driven infrastructure and CI/CD pipelines (Terraform, GitLab CI), containerizes with Docker, and instruments systems with OpenTelemetry and the LGTM stack for full observability; and automates manual operations away using PowerShell, Python, the Claude API, and REST integration. Proven at leading large-scale cloud migrations, running systems to defined SLA and SLO targets, and translating business needs into technical blueprints for both engineering teams and executive stakeholders. Backed by an earlier career in enterprise Java/SOA integration and IT team leadership. Compliance-driven throughout (ISO 27001, NIST, CIS).

CORE COMPETENCIES

Architecture & Transformation: Solution architecture | Digital transformation | Cloud-native & microservices design | Azure Landing Zones | POCs & feasibility studies | Presales, RFP/RFI & solution design | Stakeholder & executive advisory

DevOps & IaC: Terraform | Bicep | ARM Templates | Ansible | Puppet | CI/CD pipelines | GitLab CI | GitHub Actions | Azure DevOps | Jenkins | Docker on EC2 | OpenTelemetry & LGTM observability (Loki, Grafana, Tempo, Mimir) | release management | SLA/SLO delivery

Cloud Infrastructure: Azure (deep) | AWS (EC2, RDS, ELB, CloudFront, CloudWatch) | Azure Arc | ExpressRoute | Private Link | Azure Data Factory | Azure Files SMB | Docker, Kubernetes & AKS | hybrid & multi-cloud

AI & Automation: Claude API & OpenAI integration (runtime) | MCP server development | Agentic system design | Enterprise RAG (Azure Document Intelligence + AI Search) | Make.com | Base44 | GoHighLevel (snapshots, sub-accounts, SMS/AI bots) | Microsoft Graph & REST/webhook integration | Claude Code / AI-assisted development

Backend & Integration: JavaScript | Node.js | Python | FastAPI | Java / J2EE | Spring | SOA / BPEL | Oracle Fusion Middleware (SOA Suite, Weblogic) | REST & SOAP web services | Oracle / SQL Server / MySQL

SQL Server Migration & DBA: enterprise SQL Server migrations (100+ servers) | Always On AGs, log shipping, replication | backup/restore + dbatools automation | Azure SQL (DMS, Managed Instance, VM) | SSIS/SSRS & server-object migration | DBCC / Query Store validation

M365 Administration: SharePoint & Teams administration (information architecture, permissions & sharing, document governance) | least-privilege access | Intune | Purview

Security & Compliance: Defender for Cloud | Sentinel | Entra ID | Purview | Zero Trust | MFA | Conditional Access | ISO 27001 | NIST | CIS Benchmarks

PROFESSIONAL EXPERIENCE

AI Platform Engineer, Everhold HQ (Triggr Platform) | Remote

Feb 2026 to Jul 2026

- Built 48+ production automation workflows and internal apps in JavaScript on the Triggr platform, across 10+ client organizations, replacing manual operations (onboarding/offboarding, billing reconciliation, compliance monitoring) with self-running systems delivered in days
- Integrated the Claude API and MCP servers into production workflows for AI-driven processing at runtime; automated cross-tenant monitoring via Microsoft Graph with ticketing and deduplication
- Built and shipped workflows through an AI-assisted development lifecycle: an AI CLI wired to a per-client MCP interface, with the agent's plan reviewed before any change, testing against real execution logs, and human review and production-safety gates on every release
- Designed a multi-integration reconciliation platform (Pax8 + Autotask + Datto RMM + CIPP) with mapping UI, auto-remediation, and multi-tenant dashboard
- Built a standardized testing and release process: PowerShell setup/verify/teardown scripts and a multi-agent QA pipeline gating every change before handoff

Senior DevOps Engineer & Automation Specialist, First Focus Technology Inc. | Hybrid

Nov 2022 to Aug 2025

- Led Azure Landing Zone deployments and hybrid connectivity using Azure Arc, ExpressRoute and Private Link
- Designed and governed Azure Data Factory ETL/ELT pipelines for terabytes of data; secured with Managed Private Endpoints and Key Vault (ISO 27001 / CIS compliant)
- Orchestrated an enterprise RAG AI platform (ADF + Azure Document Intelligence to Azure AI Search), saving six-figure annual licensing costs

- Built 25+ automation packages on Pia (pia.ai), the AI-led MSP service-delivery platform; built ConnectWise out-of-scope billing automation via the ConnectWise API and PowerShell, plus a ConnectWise reconciliation suite that cut reconciliation time 90%+ across 500+ agreements

Senior Manager, Platform Engineering & Cloud Migration, Accenture | Manila & Global

Feb 2005 to Feb 2017

- Infrastructure Services technology lead in the CIO organization: architected and designed the technical migration approach, standardizing procedures and processes for the global datacenter migration to public cloud (AWS and Azure)
- Led application portfolio owners through large-scale migration and deployment (Windows, Linux, networking, AWS EC2, CloudFront, EBS, ELB, RDS, CloudWatch) from on-premise to AWS, Azure, and private/hybrid cloud
- Delivery Lead for CIO Infrastructure and Operations: managed end-to-end delivery of solution-management accounts, interfacing with QA and enterprise application portfolio owners, and meeting deliverable and SLA/SLO targets
- Led the Application Platform Engineering team designing, building, and transforming infrastructure-as-a-service offerings as part of the CIO Digitalization initiative; automated infrastructure and application deployment
- Designed the CIO web analytics platform as an infrastructure-as-a-service using Piwik and Elasticsearch
- Delivered enterprise Java/J2EE, Spring and Oracle SOA Suite/BPEL integration solutions during earlier tenure
- Recipient, Accenture Gantimpala Business Operator Award (2014)

Microsoft Azure Files SMB & Data Specialist, FTMIT (Freelance) | Remote

Sep 2025 to Jan 2026

- Designed production-grade, zero-trust Azure Files SMB architecture over private endpoints with Cloud Kerberos for regulated financial-sector clients; automated role assignments at scale via PowerShell (NIST/CIS/ISO 27001-compliant)

Cloud Solution Consultant (Independent), Microsoft & AWS | Remote

Jul 2017 to Aug 2022

- Delivered cloud solution consulting for finance and professional-services clients, managing Azure environments across client tenants for reliability, security posture, and cost
- Architected Azure Landing Zones, Data Factory orchestrations, Azure Files SMB and hybrid solutions
- Delivered "journey to cloud" roadmaps and security guardrails; led presales workshops, RFP/RFI responses, and POC/dev/staging environment setup
- Delivered across the Microsoft stack: Microsoft 365, Exchange Online, SharePoint, Teams, Entra ID and Intune, alongside Azure infrastructure services
- Advised clients on Microsoft and Azure licensing and cloud cost: CSP purchasing, Microsoft 365 and Azure licensing selection, Azure Hybrid Benefit, reservations and savings plans, and right-sizing to reduce ongoing spend

Earlier Roles

1994 to 2017

- **SukiCardWallet, Product Manager (2017):** product and platform strategy with a full-stack DevOps focus
- **LG CNS, Technical Support Team Leader / System Integrator (2001 to 2005):** data center operations and systems integration for the Philippines' Land Titling System
- **Dae Ryung Ind., EDP/MIS Supervisor (1994 to 1999):** ERP delivery and customization; Unix HP-UX administration; led a local and Korea-HQ IT team

EDUCATION

BS Business Administration, Major in Computer, San Sebastian College - Recoletos, Manila | 1990 to 1994

CERTIFICATIONS & AWARDS

- ITIL v3 Foundation
- Pursuing: AZ-305 Azure Solutions Architect Expert, AZ-500 Azure Security Engineer, SC-100 Cybersecurity Architect
- Accenture Gantimpala, Business Operator Award (2014)
- Gallup StrengthsFinder: Achiever | Strategic | Adaptability | Harmony | Individualization