Brandt Bridges

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Professional Summary

Program and delivery leader with architect roots, known for stabilizing complex platforms, modernizing legacy estates, and driving measurable outcomes across cloud, product, and operations. My career arc spans hands-on engineering → cloud/platform builder → program portfolio leadership, giving me the ability to bridge strategy and execution in high-visibility, multi-stakeholder environments.

I've led Azure infrastructure and governance programs (landing zones, policy/identity, cost guardrails), implemented automation-first delivery practices (Terraform, Bicep, CI/CD), and directed Kubernetes-based modernization efforts. My delivery governance spans intake, prioritization, dependency mapping, risk/issue management, and executive steering communications—always grounded in engineering realities.

Career highlights include:

- **Genuine Parts Company**: Founded Cloud Operations and built the enterprise Azure landing zone program; codified global governance for security, identity, and cost optimization; delivered Terraform and CI/CD patterns to reduce provisioning time and configuration drift.

- **FPT Americas**: Directed modernization programs in healthcare logistics, automotive, and payments; implemented Kubernetes-based microservices and Azure DevOps CI/CD for Marken (UPS Healthcare); stabilized Cox Automotive's Vault platform and delivered EMV/mobile enablement for Conduent under X9/FNS constraints.

- **Computacenter**: Managed a $6–8M portfolio delivering private-cloud and hybrid connectivity for a global biotech; improved intake, readiness, and executive visibility across 25 sites.

Strengths:

- Azure infrastructure & security leadership

- Program & portfolio governance

- IaC and automation (Terraform, Bicep, CI/CD)

- Kubernetes/microservices delivery

- Observability and incident response

- Team leadership and SDLC maturity

- Executive communication and stakeholder alignment

Framework-agnostic and outcome-driven—I work the customer's way. Remote-first. Trusted to lead delivery in environments where architecture, operations, and compliance must align with real business constraints.

Signature Outcomes

- **Portfolio & Infrastructure Modernization (Computacenter):** Delivered private-cloud sites for a global biotech's research footprint and implemented a unification layer using Cisco DNAC, ISE, and SD-WAN—enabling secure, resilient, and cost-optimized connectivity across geographically dispersed labs and offices.

- **Scaled-Agile Program Delivery (SAFe):** Coordinated multiple ARTs across modernization, platform, and compliance workstreams (automotive; EMV transaction processing for SNAP). Facilitated quarterly in-person PI Planning (Austin, TX), instituted flow dashboards (lead time, deployment frequency, change failure rate), and improved release predictability in regulated contexts.

- **Cloud Platform Enablement & Enterprise Governance (GPC Corporate IT):** Founded Cloud Operations and the Azure landing zone program; partnered with Enterprise Architecture and served on the Architecture Review Board (ARB) to codify policy/identity, cost/chargeback, and modular Terraform—reducing provisioning time and configuration drift and standardizing compliance across regions.

- **Developer Experience (DevEx) & SDLC Maturity**: Implemented trunk-based development, quality gates, incident-response runbooks, paved paths/templates, and CI/CD—raising deployment frequency and lowering change failure rate across hybrid teams (20+ engineers).

- **Portfolio & Financial Stewardship:** Owned a $6–8M services portfolio; improved intake, dependency tracking, forecasting accuracy, and activation lead time; elevated executive confidence via transparent metrics and governance.

Professional Experience

Computacenter — Program Manager, Professional Services • Remote • Sep 2024 – May 2025

Context & scope. Portfolio owner for a global biotech's research infrastructure program. Delivered private-cloud site builds across geographically dispersed lab/office locations and implemented the global unification layer using Cisco DNAC, ISE, and SD-WAN to operationalize connectivity, security, and manageability at enterprise scale.

Delivery & governance.

- Structured intake → readiness → staging → installation → closure with explicit acceptance and SLA criteria; improved on-time activations and forecasting accuracy.

- Established cross-workstream dashboards, risks/issues cadences, and working agreements; strengthened executive reporting and visibility.

- Mentored PMs/tech leads on escalation hygiene, stakeholder readouts, and handoff quality to Managed Services.

FPT Americas (Intellinet / FPT-Intellinet) — Delivery Manager / Architect • Remote • Dec 2019 – Sep 2024

Delivered enterprise-scale modernization across life sciences/logistics, automotive, and white-label EMV transaction processing for SNAP, leading hybrid teams and embedding pragmatic delivery governance.

Marken (UPS Healthcare) — Legato Pricing Platform *(life sciences logistics)*

Challenge. Replace a legacy pricing system (Presto) with a scalable platform tightly integrated to Maestro logistics—supporting proposal→tariff generation, accurate billing from shipment data, and growth without rebuilds.

Approach & leadership.

- Stepped in for the DevOps Architect; stood up Azure DevOps, CI/CD, branching strategies, and coding standards across onshore/offshore teams.

- Orchestrated multi-sprint delivery with design artifacts (e.g., Adobe XD) and paved paths/templates to accelerate onboarding and reduce friction.

Impact.

- Delivered Legato as the single source of pricing truth; unlocked tariff accuracy and billing integrity; reduced manual effort and release risk via automation-first pipelines.

Cox Automotive — Vault (Title Vault) & "Friends of Vault" *(automotive; distributed systems)*

What Vault is. Cox Automotive's digital repository for real and physical automobile titles supporting Manheim's commercial auction business. A distributed system with a cloud platform integrated with 80+ geographically distributed auction locations. Titles are scanned and OCR-processed, persisted as documents and database records, and move through a complex state workflow as vehicles progress from onboarding → auction → sale → ownership transfer. The ecosystem includes the core product plus helper apps/services ("friends of Vault").

Engagement model.

- Embedded an FPT hybrid team as an extension of the product team. Initially assumed full product development ownership (DevOps, SRE, Test, TechOps), then transitioned to sustenance (monitoring, L3, incident response) while partnering on roadmap, UX, and stack evolution.

Key deliveries & practices.

- Shipped carrier rate-shopping + shipment tracking, reducing per-shipment cost, improving efficiency, and enabling SLA tracking.

- Implemented observability and on-call hygiene; introduced runbooks and quality gates; supported SAFe-aligned execution with flow metrics.

- **Stack:** AWS · Java · Angular/React; hybrid team spanning 20+ engineers over time.

- **Scale context:** Operated within an enterprise of 34k+ employees and 23 integrated software brands.

Conduent — White-Label EMV Transaction Processing (SNAP) *(regulated payments; multi-state)*

Program & governance. Owned development and delivery for the EMV & Mobile scope within a structured program governance model (operated under program leadership; complex multi-party coordination with networks, processors, card bureaus, merchants, and state agencies).

Scope.

- EMV card issuance for SNAP (contact + contactless).

- Apple Pay / Google Pay enablement via Mastercard MDES (tokenization & provisioning) and DSA (de-tokenization/cryptogram validation).

- ISO 8583/EPPIC updates; HSM cryptography and cryptogram validation; CAV2/iCAV for online/mobile security.

- Vendor certification and onboarding (TPPs, card manufacturers/OTC printers, merchants).

Execution model.

- Agile for product delivery; Waterfall for state implementations with formal RAID, change control, quality gates, pilot & stabilization, and a 12-week card rollout template.

- Oklahoma served as the first of ~13 states on the program roadmap; initial charter/budget ~$1.53M.

Outcomes.

- Established a repeatable multi-state template aligning engineering, standards, and vendor ecosystems under X9/FNS constraints; increased predictability via flow metrics; strengthened audit readiness and reduced deployment risk.

Additional contributions (FPT)

- **Pre-Sales & Executive Advisory (03/2023–08/2023):** Solution architecture, estimation, and delivery-model design; aligned SOWs with capacity/velocity and compliance; produced ROMs, staffing models, risk registers, and phased adoption roadmaps.

- **National Vision / Dental & Hearing (01/2023–03/2023):** Sr. Environments Manager/Architect; vendor ecosystem HealthEdge, HPS, Axiom, Lyniate; environment strategy, automation, availability, and change controls across test/pre-prod/prod.

Genuine Parts Company — Head of Cloud Operations, Corporate IT • Atlanta, GA • Aug 2018 – Nov 2019

Org context. Founded and led the Cloud department within Corporate IT. Maintained a dotted-line relationship with Enterprise Architecture (EA) for bi-directional advisory (Cloud⇄EA) and represented Cloud as a member of the Architecture Review Board (ARB)—the executive governance body for enterprise technology decisions.

Key contributions.

- Built the company's Azure estate from the ground up: landing zones, policy/identity, cost/chargeback guardrails; codified global patterns.

- Authored and enforced enterprise governance for security, compliance, and operational resilience; standardized adoption across APAC/EU/UK.

- Delivered modular Terraform and CI/CD patterns that reduced provisioning time and configuration drift; improved compliance posture and environment parity.

- Supported M&A integrations (cloud migrations, DC consolidation, identity, data classification) under strict regulatory and operational constraints.

Relus Cloud (acq. Cloudreach → Atos) — Cloud Engineer, DevOps & Migration • Atlanta, GA • Jun 2017 – May 2018

Context. Consulting engagements focused on Azure migration, platform automation, and DevOps enablement for media and SaaS clients.

Approach & leadership.

- **Turner/CNN:** Led Azure migration waves for .NET services and Solr clusters; authored ARM/PowerShell automation; implemented Azure Site Recovery for DR; produced runbooks and trained client ops teams via DevOps workshops.

- **Experlogix CPQ:** Executed lift-and-shift then modernization; built Terraform + VSTS pipelines; integrated New Relic / Sumo Logic for observability; tuned alerts and playbooks to improve MTTR and release reliability.

Impact.

- Reduced manual provisioning and configuration drift; accelerated release cadence; improved recoverability and operational readiness through documented runbooks and instrumentation.

Stack. Azure, ARM, PowerShell, Terraform, VSTS (Azure DevOps), .NET, Solr, New Relic, Sumo Logic.

Neurotic Media (acq. Peloton) — Architect / Senior Developer • Atlanta, GA • Oct 2016 – May 2017

Context. High-throughput digital media delivery platform required modernization to support scale and reliability goals ahead of acquisition activity.

Approach.

- Migrated core workloads to Azure; implemented Git/Jira/Octopus pipelines; instituted automated tests and multi-environment promotion gates; decomposed bottlenecked services and optimized data access.

Impact.

- Improved release predictability and platform stability; reduced deployment risk and manual hotfixes; established a repeatable SDLC with automated validation.

Stack. .NET/C#, SQL Server, Azure, Octopus Deploy, Jira, Git, automated testing frameworks.

LKQ Corporation — Architect / Senior Developer (Contract) • Charlotte, NC • May 2016 – Aug 2016

Context. Rapid delivery of a custom B2B commerce application tightly aligned to LKQ's wholesale workflows.

Approach.

- Led architecture and accelerated build using HTML5/AngularJS/Web API/SQL Server; implemented modular services and pragmatic caching; created CI scripts and a lightweight release checklist.

Impact.

- Shipped a production-ready application within 3 months; reduced manual processing and improved order accuracy; enabled incremental enhancements post-launch.

SolTech — Solutions Architect • Atlanta, GA • Jan 2015 – Nov 2015

Context. Multi-client solutions spanning web, integration, and enterprise modernization.

Approach.

- Owned engagements end-to-end from pre-sales through delivery; defined architecture runways, non-functional requirements, and delivery plans; mentored developers; formalized CI/CD and coding standards across teams.

Impact.

- Increased delivery consistency and quality; reduced rework through early governance and shared templates; accelerated onboarding for new engineers.

Stack. .NET/C#, JavaScript frameworks, SQL Server, CI/CD toolchains.

Universal Mind — Senior Consultant (Contract) • Remote • Mar 2014 – Dec 2014

CoStar Realty (Enterprise CMS).

- **Context:** Multi-property web presence (U.S., U.K., intranet) required governance and scalable content workflows.

- **Approach:** Implemented Telerik Sitefinity with role-based authoring, deployment pipelines, and caching strategies.

- **Impact:** Improved editorial throughput and consistency; reduced production issues related to manual content migration.

Meijer (Custom CMS & Ordering).

- **Context:** Customer ordering & content platform with POS integration.

- **Approach:** Built AngularJS/C#/MVC/WCF services with HA deployment patterns; integrated Verifone POS.

- **Impact:** Enabled curbside order & payment with resilient transaction flows; platform complexity on par with commercial CMS products.

Ingenious Med — Solutions Architect (Contract) • Atlanta, GA • Nov 2013 – Feb 2014

Context. Clinical platform needed real-time collaboration across web and mobile.

Approach.

- Designed and built SignalR/OWIN-based unified communications; optimized serialization and transport for low latency; established service diagnostics and tracing.

Impact.

- Delivered reliable real-time messaging; improved clinician collaboration and reduced page/callback cycles.

PureRED Integrated Marketing — Senior Microsoft Developer (Contract) • Stone Mountain, GA • May 2013 – Nov 2013

Context. Custom n-tier marketing CMS for Michaels required new features and performance tuning.

Approach.

- Implemented features in C#/MVC/Razor/EF/OData/WCF; profiled and optimized key queries and API endpoints; instituted build/release hygiene and smoke tests.

Impact.

- Improved page load times and content publishing reliability; reduced release issues through pre-prod validation.

ABM Industries — Senior Microsoft Developer • Atlanta, GA • Apr 2010 – Apr 2013

Context. Large facilities services enterprise (~100k employees; $5B revenue) required analytics and reporting modernization.

Approach.

- Built job budgeting and labor reporting dashboards (ASP.NET/HTML5/JavaScript/jQuery + C#/SQL Server services); implemented subscription-based email reporting and automation; developed Windows services for task queues; created Windows Phone 7/8 executive dashboards leveraging OLAP cubes.

Impact.

- Shortened reporting cycles; improved visibility into labor cost and margin; enabled mobile executive insights.

Cornerstone Technologies — Owner / Independent Consultant • Atlanta, GA • Jan 2006 – Apr 2010

Context. Solo practice serving SMB clients with Microsoft-centric web solutions.

Approach.

- Full lifecycle ownership—from discovery and SOWs to architecture, development, deployment, and light ops; standardized a reusable component library to accelerate delivery.

Impact.

- Delivered cost-effective solutions on compressed timelines; cultivated repeat business through reliability and transparent communication.

Stack. ASP.NET, C#, SQL Server, jQuery/JavaScript, IIS, Windows Server.

Heidelberg USA — eCommerce Specialist • Kennesaw, GA • Jul 2004 – Oct 2005

Context. U.S./Canada web estates required modernization and better content governance.

Approach.

- Migrated consumables catalog from ASP/SQL Server to TeamSite/ATG; defined merchandising workflows, caching rules, and deployment processes.

Impact.

- Improved site performance, content accuracy, and business agility for product changes and promotions.

Vital Benefit — CTO / Chief Architect • Atlanta, GA • Jun 2000 – Jun 2004

Approach.

- Architected on Vignette StoryServer; integrated employee-specific benefits elections/coverage with personalized health/wellness content and tools; balanced executive responsibilities (investor demos/roadmaps) with deep engineering.

Impact.

- Shipped a second-generation platform; secured pilot with a major global brand; advanced best practices for enterprise portal personalization and integration (despite market headwinds post dot-com).

Turner Entertainment — Technical Solution Lead • Atlanta, GA • Jun 1999 – Jun 2000

Context. Consolidation of 10 cable network sites (TBS, TNT, TCM, WCW, Atlanta Braves) and creation of synchronized web/TV events.

Approach.

- Led architecture and delivery; standardized content models and deployment; built event-driven experiences and early mobile apps for web-enabled phones and Palm VII.

Impact.

- Unified brand experience across properties; executed complex dual-screen launches aligned to broadcast deadlines.

Vignette Corporation — Consultant / Architect • Atlanta, GA • Nov 1998 – Jun 1999

Context. Enterprise StoryServer implementations across telco, media, and finance.

Approach & impact.

- **RoadRunner / MediaOne Express:** Regionalized portal content with caching and personalization strategies.

- **First Union:** Built online banking features with rules-based campaigns; authored executive migration analyses from static to dynamic content architectures.

IBM Global Services — IT Specialist • Atlanta, GA • Jun 1997 – Nov 1998

Context. Mixed portfolio of Y2K readiness and enterprise modernization.

Approach & impact.

- **Federated Department Stores:** Scaled ASSETS marketing system enterprise-wide.

- **BB&T (Project 2000):** Consolidated MS Access databases; built VB5 reporting front end for Y2K compliance tracking.

- **Southern Company (Millennium Project):** Analysis/renovation/testing for Y2K; built Detect 2000 source analysis tool.

- **Norfolk Southern (TYES):** Engineered three-tier yard management system (Smalltalk, TopEnd, MF COBOL, Sybase, DB2); optimized performance and cross-platform stability.

TransQuest (Delta Air Lines) — Software Engineer III/II • Atlanta, GA • Oct 1995 – Jun 1997

Context. Sales & middleware systems; enterprise desktop transition.

Approach & impact.

- Re-engineered a VB database app with Microsoft C++ (MFC) and ODBC using OO practices; ported six OS/2 middleware apps to Windows NT; built a production-support intranet; provided L3 support for two large VB apps used by 700+ sales reps.

Early Career Highlights (pre-Delta; expanded) • 1990 – 1995

Sterling Software (KnowledgeWare) — QA Specialist → Configuration Management Specialist

- Prepared and automated software packaging and installation media for enterprise modeling/dev tools; built VB/SQL automation for testing and release, improving regression coverage and cadence.

Norell Corporation — Consultant

- Built training/assessment software; designed Oracle databases; implemented early corporate Internet connectivity; authored documentation and delivered user enablement.

Smith Barney Shearson & Metro Telecom — Developer & Technical Writer

- Delivered custom database solutions and end-user support; created technical documentation for internal apps and data workflows.

Stuff-it Direct Marketing — Developer

- Developed automation/reporting utilities supporting campaign operations; streamlined data entry and reconciliation under tight resource constraints.

Skills

Leadership & Delivery

- **Scaled Agile (SAFe):** PI Planning (incl. quarterly in-person), ART coordination, Scrum of Scrums, Inspect & Adapt

- **Program/Portfolio Governance:** Intake & prioritization, dependency mapping, OKRs/KPIs, risk/issue management, vendor/partner management, executive steering communications

- **Team Health & SDLC:** Hiring & mentoring, Team Topologies, SDLC/quality gates, SLOs/SLIs, incident response & root cause, capacity planning, value realization

Cloud, Platform & DevOps

- **Cloud: Azure** (landing zones, policy/identity, cost/chargeback, AKS), AWS (EKS, core services)

- **Containers & IaC**: Kubernetes, Terraform; VMware Tanzu (K8s)

- **CI/CD & Automation:** Azure DevOps/VSTS (historical: Jenkins, RunDeck), Git-based workflows, trunk-based development

- **Observability & Ops**: New Relic, Sumo Logic, Splunk; runbooks; SRE practices

- **Networking & Hybrid:** SD-WAN, ExpressRoute/VPN/MPLS, IPAM

Architecture & Engineering

- Enterprise/Cloud/Solution Architecture; migration/modernization; security/identity; API platforms

- **Languages/Frameworks:** C#/.NET, Java, JavaScript/TypeScript, Angular/React, SQL

- **Domains: Payments** (jPOS/ISO 8583, HSMs, key management), real-time systems (SignalR/OWIN), CMS/commerce

Additional Tools (historical & contextual)
Splunk, Jenkins, Puppet, RunDeck, ServiceNow, VMware VRA/VRO/VDI, Cloudflare, VS Code; legacy frameworks: Backbone.js, Kendo UI/Telerik, Sitefinity/Kentico CMS, PhoneGap, WinJS, Wijmo/ComponentOne, SpreadsheetGear, Xamarin

Education & Certifications

- **Microsoft Certified: Azure Developer Associate** — earned 2020

- **Microsoft Certified: Azure Solutions Architect Expert —** coursework toward certification (AZ-300, AZ-301)

- **Kennesaw State University** — Computer Science (coursework toward degree)

- **Auburn University** — Electrical Engineering (coursework toward degree)

- **Lyman Ward Military Academy** — College Preparatory Program

Appendix A — SAFe Engagements (Automotive; EMV Transaction Processing for SNAP)

- **Cadence & Ceremony:** Quarterly PI Planning (Austin, TX, in-person); ART syncs, Scrum of Scrums, system demos, Inspect & Adapt.

- **Scope of Influence:** Multi-ART coordination across modernization, platform, compliance, and managed services (onshore/offshore).

- **Governance & Flow:** Flow metrics (lead time, deployment frequency, change failure rate), Definition of Ready/Done, risk/impediment boards tied to delivery roadmaps and OKRs.

- **Artifacts:** Program boards, dependency maps, capacity plans, runbooks/IR playbooks; executive dashboards; audit-ready gates.

- **Outcomes:** Increased release predictability; reduced activation lead time for site rollouts; improved change-failure rate; strengthened executive confidence.

Change Log (Exhaustive — Canonical)

- **2025-09-28 (Pass 8):** Expanded Relus → Early Career sections with Context/Approach/Impact, stacks, and outcomes to ensure full fidelity; aligned tone and structure with marquee engagements.

- **2025-09-28 (Pass 7):** Clarified GPC Corporate IT org model: Heading now "Head of Cloud Operations, Corporate IT"; narrative explicitly states Cloud department founder, dotted-line to EA, and Architecture Review Board (ARB) membership; kept ARB/EA alignment visible in Signature Outcomes.

- **2025-09-28 (Pass 6):** Replaced "government payments" phrasing with white-label EMV transaction processing for SNAP across Summary, Signature Outcomes, FPT narrative, and Appendix A.

- **2025-09-28 (Pass 5):** Updated Signature Outcomes to reflect Computacenter's private-cloud + Cisco DNAC/ISE/SD-WAN unification.

- **2025-09-28 (Pass 3–4):** Inserted arc-driven summary; added Marken (Legato); expanded Cox (Vault) with OCR/state-workflow/80+ sites/rate-shopping; clarified Conduent scope/methodology/scale; removed age-sensitive phrasing and redundant sections.

- **2025-09-23 (Pass 1–2):** Restored "Additional Tools (historical & contextual)"; confirmed automotive splits (autotrader/kbb mobile; Title Vault); codified ABM scale; expanded GPC EA/CloudOps inventory; added SAFe leadership and pre-sales/National Vision entries.