

Ivan Portilla

Leading teams through complex projects to meet aggressive objectives

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Summary

AI Solution Architect and Senior Software Engineer with a consistent record of leading high-performance technical teams through complex projects to meet aggressive targets, delivering multi-million dollar revenues and facilitating strong results from organizations that span geographic boundaries. Expertise in a variety of cognitive computing, big data, analytics, and emerging technologies such as Open AI & Edge computing. Cross functional leader with a very successful track record in building highly skilled teams that break new ground, working across a matrix of stakeholders to forge strong alliances and create shared success. A persuasive, global professional with an international reputation as though leader in AI. Strong analytical skills, multi-disciplinary background in Chemical engineering, computer science and artificial intelligence.

Core Competencies

Machine Learning, Deep Learning and Applied AI
Hands-on Experience as Software Architect
Software Development Management
Cross-Functional and Global Teams Leadership
Open Source Technologies, Robotics and IoT

Microservices, Docker and Kubernetes Skills
Java, Python and Go Programming
Certified Agile Coach and Scrum Master
Technology Speaker and Author
P-TECH Industry Mentor & IBM Inventor

Professional Experience

Ricoh USA

2023-present

Boulder, Colorado

Senior Technical Staff Member, Ricoh Graphics Communications (2022-present)
Results-driven Senior Technical Staff Member with a proven track record of leading cutting-edge projects in industrial printing systems while spearheading the integration of Artificial Intelligence and Machine Learning solutions.

- Spearheaded the design and implementation of an AI-driven quality control system, resulting in a 20% reduction in defects and a 15% increase in production efficiency.
- Led a cross-functional team of engineers to develop a predictive maintenance solution utilizing ML algorithms, contributing to a 25% decrease in equipment downtime.
- Collaborated with sales and marketing teams to identify customer pain points and developed AI-based solutions that led to a 30% increase in customer satisfaction.
- Conducted in-depth research on emerging AI and ML technologies, providing critical insights that guided the company's technology roadmap.

Microsoft

2022-2023

Denver, Colorado

Principal Technical Architect Data & AI, Microsoft Technology Center, Microsoft (2022-present)
Senior level Data and AI Technical Architect fluent in Microsoft Azure cloud offerings. Expert on various Artificial Intelligence and Machine Learning Operations services available in Azure, including Azure Applied AI Services, Azure Cognitive Services, Azure Machine Learning and Azure Databricks.

- Worked at Microsoft's state-of-the-art Technology Center in Denver, Colorado. Engaged customers to showcase the latest Microsoft technologies industry solutions built on Microsoft Azure. Involved with all of Microsoft's most strategic Commercial and Government enterprise customers in the region.
- Guided business and technical decision makers on creating business value through Strategy Briefings, Architecture Design Sessions, Workshops, Rapid Prototypes, and Hackathons.
- Articulated the possibilities of the Microsoft Azure Cloud with specific emphasis on Data & AI services including Databases, Data Lakes, Analytics, AI + Machine Learning, Internet of Things and Business Intelligence.
- Delivered speaking engagements evangelizing the Microsoft Cloud Data platform in business and technology conferences.

IBM 1996-2022
Boulder, Colorado
Offering Manager AI, Technology Support Services, IBM Systems (2021-2022)

Offering Manager and AI subject matter expert providing management leadership team with detailed direction on key technical and marketing tasks to launch an AI offering in the portfolio.

- Identified new business opportunities, creatively participated in the development and sales solutions, and assisted IBM in winning the business.
- Negotiated offering contracts with development teams, drove cross-functional collaborative efforts to meet AI offering schedule commitments, and actively managed the plan of delivery including associated risks.
- Provided ongoing technical and operational guidance to lead professional work teams.

Data Scientist & Senior Software Engineer, Cloud and Cognitive Software (2019-2021) Boulder, Colorado
Senior DevOps Engineer and Data and AI subject matter expert helping executive leadership team with insights, analytics, reports and recommendations enabling effective strategic planning across all business units and product lines.

- Analyzed and processed complex edge computing data sets using advanced SQL querying, open source visualization and analytics tools.
- Developed sophisticated machine learning algorithms with IBM Watson APIs and predictive data modeling that were used to demonstrate Edge AI computing capabilities, deepen relationships and personalize interactions with customers.
- Designed, developed and published a Watson cognitive computing application to translate IBM Edge Application Manager (IEAM) product documentation to Spanish, Portuguese and French expediting translation efforts from weeks to days.
- Led team Agile practices while implementing added functionality to IEAM client code with Go language.
- Communicated with key stakeholders as the technical development representative, participated in strategy and roadmap discussions.
- Represented IBM at technical conferences as primary spokesman for IBM Data and AI. Taught Quantum Computing, Robotics and AI classes at the St. Vrain Innovation Center and the University of Colorado with IBM PTECH program.

Delivery Manager & Watson Solution Architect, Watson Delivery (2017-2019) Boulder, Colorado
Development and Delivery Manager leading team that built Watson Solutions – across the Watson portfolio of offerings – for IBM clients including achieving the performance needed for success, benefit and value.

- Led multiple Watson Services engagements at client sites in the Americas, as well as Watson learning workshops for customers and business partners worldwide with multi-million dollar revenues for IBM.
- Provided thought leadership and oversight of the strategy and seamless integration in the area of Watson solution architecture and design, data visualization and cloud analytics. Developed meaningful, trusting, and lasting relationships with senior client stakeholders at several chemical companies including Dupont, BP and Shell.
- Developed recommendations and strategy for continuous improvement for business desktop agents at the leading Telecommunications companies in the US generating \$1 M dollar revenue for IBM.
- Directly accountable for the technical architecture of several client engagements –at times simultaneously– including alignment of the approach with business values and benefits for leading banks in Mexico, Colombia, Chile and Argentina and top retailer in Mexico generating \$500 K revenue.
- Developed innovative solutions to complex engineering issues with Watson Speech Recognition, Natural Language Understanding, Machine Learning and Watson Discovery Service APIs.

Watson Embodied Cognition Solution Architect, GBS Migration Factory (2016-2017) Boulder, Colorado
Technical lead and architect for team of software engineers providing development, test, build and Level 2 support for Robotics and AI offerings.

- Designed and led implementation of Watson Embodied Cognition offering at IBM Conferences and Client Briefing Centers with Softbank robots producing \$1 M revenue for GBS.
- Assisted and expanded IBM Sales teams effectiveness at client conferences with GBS Cognitive Concierge offering for events.

- Delivered keynotes at multiple worldwide client events including Oracle, Microsoft, SwissRe and INOVA Cardiovascular symposium where contributed for an appearance of a United States President.

Watson Solution Acceleration Leader, GBS Cloud Managed Services (2015 – 2016) Boulder, Colorado

Developed new portfolio offerings tailored to specific industry verticals and specializing in high value cognitive computing solutions.

- Led the design and implementation of a private cloud solution for IBM Research and Watson Health including DevOps, code source control, continuous integration and robust network security deployment that met HIPAA requirements generating \$2 MM cost recovery for GBS.

Sales Engagements Manager & Solution Architect, GBS Spanish South America (2013 – 2015) Santiago, Chile

Senior Engagement Leader responsible for driving new business growth, networking and developing strong alliances with clients and delivery teams in Latin America.

- Helped growth of IBM business opportunities in South America generating \$1 M revenue for GBS.
- Filled an internal technical skills gap in Chile, while leading the effort to grow cloud adoption in the region. Responsible for expanding the expertise model across GBS and the delivery teams.
- Provided proposal generation, technical leadership, and financial plans for complex cloud outsourcing opportunities. Appointed to the IBM Academy of Technology.
- Promoted use of Watson AI solutions with internal and commercial engagements in Latin America.

Sales Enablement Manager & Solution Architect, GBS Brazil (2010 – 2012) Campinas, Brazil

Engagement Leader delivering revenue and profit objectives across Americas for the Global Business Services Division. Built, structure and empower high performance technical and support teams to deliver best of breed solutions to complex client base in Latin America.

- Grew cloud hosting services revenue by 25% while increasing gross profit from 8% to 16%.
- Led sales teams, developed sales strategies, developed channels and structured complex opportunities.
- Provided systems design, technical support, proposal generation, and complex project leadership.
- Travelled internationally to interface with potential new clients, motivated global teams and established strong relationships with global sales and delivery leaders in Argentina, Mexico, Germany and India.

Software Architect, GBS Learning and Knowledge (2007 – 2010) Boulder, Colorado

Lead Solution Architect for development of GBS Learning and Knowledge productivity tools including the GBS Practitioner Portal (Lighthouse) and intranet, internet, and internal education productivity applications.

- Re-engineered information retrieval processes to improve employee productivity by researching and implementing strategic open source technologies (Lucene). Recognized with award for efforts.

Software Architect & Software Engineer, GBS (1996 – 2006) Boulder, Colorado

Development Team lead for internet, intranet, and financial services implementation teams. Worked closely with other technical leaders in GBS (development, practice and delivery) to lead in architecture and develop the best technical design and approach for each client.

- Led the design and development of a text classification engine for GBS content taxonomy. Managed the team that customized and extended an IBM Research classifier asset to meet customer business needs.

Research and Development, Senior Engineer, Cabot Chemicals (1991 – 1993) Pampa, Texas

Implemented strategic simulation applications for leading company in Carbon black production. Co-authored a study to measure the capacity of product input as it related to a system loss throughout a \$250 MM oil refinery.

Education

Oklahoma State University, Stillwater, Oklahoma

- Master of Science degree in Chemical Engineering

Universidad Industrial Santander, Colombia

- Bachelor of Science degree in Chemical Engineering
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Giveback

- <https://github.com/jiportilla/giveback>