JOHN SESSFORD

Customer Centric AI Architect • Agentic Data & Integration Specialist • Salesforce Architect

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CAREER SUMMARY

Customer-facing, hands-on **AI Systems Architect** with 20+ years working with enterprise platforms, including **12+ years at Salesforce**, specializing in stabilizing and scaling secure enterprise platforms. **Designs agentic systems** that integrate complex enterprise environments, including **semantic grounding** and provenance**, RAG systems** and retrieval strategies, and secure action execution through APIs and **event-driven workflows**. Experienced in **LLM orchestration**, enterprise identity and authentication patterns, and production reliability practices including **observability, incident response, and validation**. Trusted advisor to executive stakeholders for **high-stakes modernization, security, and performance initiatives**.

CORE SKILLS

Agentic Architecture & Orchestration | AI Grounding & RAG Systems (indexing, semantic + lexical search, retrieval strategies) | Enterprise Integration & Data Governance | Secure API Design & Action Enablement | Identity, Authentication & Access Control | Structured & Unstructured Data Modeling & Transformation | Agent Observability | Enterprise LLM Strategy & Model Optimization

Event-Driven & Distributed Systems Concepts | Real-Time Streaming | Multi-Service Architecture | Reliability Engineering | Secure SDLC & Risk Mitigation | Cryptography & Application Security | DevOps CI/CD & Release Automation | Prototyping & Rapid Iteration | Forward Deployed Delivery | Engineering Leadership | Analysis & Story Development | Agile Development

TECHNICAL TOOLKIT

MCP | LangChain/Graph/Smith | Azure AI Search | OpenSearch | PostgreSQL | Qdrant | ArangoDB | Python | FastAPI | Chainlit | React | TypeScript | OAuth 2.0, OIDC, JWT | Azure Entra | Docker | AWS (S3, EC2, CloudFront, Transcribe) | OpenAI | Ollama | Hugging Face | Salesforce: Apex, Flows, Platform Events, REST/SOAP APIs, Connected Apps, Agentforce, Data Cloud, Identity, Integration Patterns

HIGHLIGHTS

- **Built and deployed JarvisGPT,** an internal agentic research assistant (Chainlit + LangGraph/LangChain/LangSmith) that automates analyst workflows using MCP tool execution and Azure AI Search for retrieval + ranking, with traceable outputs; **mandated for weekly sector reports** and saving **multiple hours per analyst per week**.
- **Designed production-grade RAG and retrieval workflows** for complex enterprise data: semantic + lexical search, query relaxation, multi-agent state, and secure action execution through APIs and event-driven patterns.
- **Stabilized and scaled high-risk customer environments** across security, identity, performance, and reliability, partnering directly with executive stakeholders and engineering teams to deliver measurable improvements and incident reduction.
- **Identified and disclosed a high-risk security vulnerability** in widely used cryptocurrency software (17M+ users), demonstrating deep security engineering rigor and responsible disclosure.

PROFESSIONAL EXPERIENCE

IKAILO INC | Whitby, ON
Founder & Executive   December 2022 – Present

- Founded a consulting practice **delivering AI systems** and enterprise architecture for complex customer environments.
- Led **end-to-end delivery of LLM/agent solutions** integrating LangChain Ecosystem**, human-in-the-loop** review, and **tool execution** across internal and third-party systems.
- Architected retrieval pipelines for **real-world enterprise data** (structured + unstructured), including **indexing strategies, ranking, query relaxation,** and evaluation approaches to **reduce hallucination and improve answer quality**.
- Built **secure integration patterns** spanning OAuth/OIDC/SAML/JWT, API design, and event-driven workflows.
- Implemented production **reliability practices** (observability, incident response, validation, CI/CD) to move systems from prototypes to **operationally supportable deployments**.
- Current Engagement (BSA Contract): Stakeholder-facing backlog delivery, **translating requirements into actionable stories.**

Product Lead, Agience | MCP-based Agent Governance + Tooling Platform (Early Release)

- Built and launched **Agience**, an MCP-first platform for tool execution, agent coordination, and human-in-the-loop governance.

- Prototyped a **tool-contract and capability-scoped execution model** for AI agents before MCP existed; later aligned the design to MCP as the emerging standard.
- Implemented **identity and access boundaries for users and agents**, including ACL-enforced event channels and scoped tool permissions to support enterprise security constraints.
- Developed and delivered a **semantic provenance model** to track knowledge evolution over time using commit-style updates, graph relationships, and verifiable attestations for provenance and sharing control.

SALESFORCE | Toronto, ON

Senior Success Architect | Critical Accounts and Technology Team   August 2019 – December 2022

- Partnered with Fortune 100 leaders to stabilize mission-critical environments, **safeguarding $100M+ in ARR**.
- Led architectural remediation, security hardening, and performance tuning, often **achieving >80% run-time improvements**.
- Co-developed strategic tooling and processes that **cut critical technology team response times** to minutes.
- **Collaborated with R&D and Site Reliability** teams on platform-wide outages, privacy controls, and security enforcement.

Senior Principal Success Engineer | Signature Support   June 2016 – August 2019

- Led diagnostic and solution engineering for the organization's most **complex and visible enterprise accounts.**
- Mentored cross-functional teams in **root cause analysis** and system-level issue resolution.
- Reduced inbound case volume through proactive solutioning and **reusable knowledge frameworks**.

Technical Support Manager | Developer Support   February 2015 – June 2016

- Managed a **nine-member team** supporting enterprise developers and architects; maintained **100% SLA adherence.**
- Helped redesign support workflows that **reduced resolution times** and improved first-pass success rates.

Principal Support Engineer | Developer Support   December 2010 – February 2015

- Served as **Scrum Lead and Principal Engineer** for platform support; handled cases across code, API, and performance domains.
- Closed **2000+ developer support cases,** with a focus on root cause identification and solution design.
- Championed internal training and tooling that **improved team velocity** and reduced onboarding time.

ROGERS COMMUNICATIONS INC. | Brampton, ON

Lead Developer   December 2009 – December 2010

- Designed and implemented solutions for Site Acquisition and Network Implementation teams **built on Salesforce**.
- **Integrated legacy systems** and built custom logic and code to automate approvals and reduce manual data entry.

IMJ SOLUTIONS | Ajax, ON

Technical Consultant   June 2007 – December 2009

- Delivered off-the-shelf and **custom web-based solutions** for SMB and mid-market clients across verticals.
- **Led full-stack deployments**, including data migration, custom UI development, and back-end integration.
- **Developed and launched** *Scan210*, a .NET desktop tool for Salesforce-integrated business card scanning.
- Created and commercialized *WP-Hive,* a WordPress plugin **enabling multi-site management and admin simplification**.

EMFAST INC. | Toronto, ON

IT Manager / Administration Manager   May 2002 – June 2007

- **Directed infrastructure, software, and support operations** for a growing enterprise fax software vendor.
- Oversaw vendor selection, budgeting, and in-house development and process workflows.

CERTIFICATIONS & CREDITS

- **Salesforce Certifications:** System Architect + Application Architect + Platform Data Architect (**15 total credentials**)
- **Analyst:** CVE-2025-27611 (CVSS 8.7) *cryptocoinjs/base-x*: Unicode homograph attack in cryptocurrency wallet infrastructure.
- **Author:** Taming Information Entropy: Turning Chaos into Order (Medium, Jun 2025)
- **Author:** The Crypto Wallet Vulnerability that Went Undetected for Over Six Years (Medium, May 2025)