

# Josh Heffner

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Denver, CO, USA



## Principal Solutions Architect / Sales Engineer

Technical leader and customer-facing architect with 20+ years designing and delivering enterprise cloud, security, identity, and infrastructure solutions. Trusted partner to sales teams in discovery and solution design and execution, supporting complex projects across multi-cloud and multi-vendor environments.

## Experience

### Principal Architect

Jan 2025 - Present | Pagosa AI, Denver, CO

- Led solution architecture for customer cloud, security, identity, and AI modernization initiatives.
- Partnered with Microsoft to design and implement solutions across Azure, Entra ID, Microsoft 365, Power Platform, and AI services.
- Integrated third-party SaaS and enterprise platforms including Cisco, Atlassian, Salesforce, Workday, and HubSpot.
- Served as a trusted technical advisor, translating complex architectures into clear value for technical and non-technical stakeholders.

### Cloud Infrastructure Director – Enterprise Architect

Nov 2023 – Dec 2024 | Veritas Technologies, Denver, CO

- Owned hybrid cloud architecture strategy across Azure, AWS, and on-prem environments supporting enterprise applications.
- Built internal AI solutions integrating LLMs and GPT interfaces using company knowledge bases.
- Led cloud governance, security, and compliance initiatives aligned with NIST, FedRAMP, and SOC 2 frameworks.
- Architected and implemented Microsoft Sentinel as the enterprise SIEM, providing centralized security visibility and automation.
- Led SSO and RBAC identity modernization across Entra ID, Workday, and ServiceNow.
- Contributed technical expertise during company acquisition activities.

### Sr Cloud Architect

Nov 2018 – Nov 2023 | Ardent Mills, Denver, CO

- Led the transformation of a legacy infrastructure environment into a modern hybrid cloud architecture.
- Designed and delivered Azure-native solutions across infrastructure, networking, identity, security, data, cost management, and observability.
- Partnered with business stakeholders to reduce cloud spend through resource optimization and governance tooling.
- Designed enterprise security solutions including SSO/MFA for over 100 applications, enterprise SIEM, endpoint protection, PKI, and device management.
- Acted as senior escalation point for production-critical incidents, ensuring business continuity.

- Collaborated with partners including Palo Alto, VMware, ServiceNow, Splunk, CrowdStrike, and Microsoft.

### **Cloud Solutions Architect – Azure Lead**

Oct 2015 – Nov 2018 | Converge Technology Solutions, Denver, CO

- Led the professional services Azure practice with responsibility for pre-sales architecture, whiteboarding/presentations, POCs, and project delivery.
- Partnered with account executives to deliver solutions that supported customer requirements and sales objectives.
- Acted as technical lead in customer meetings, presenting architectures and guiding technical conversations and decision-making.
- Managed a team of engineers, aligning resource capacity to project demand.
- Authored technical blogs, presentations, and marketing content to support pipeline generation.

### **Previous Roles**

- Systems Architect - Pravis - 2014-2015
- IT Infrastructure Consultant - RBA Consulting - 2012-2014
- Senior IT Consultant - Pontis Research - 2010-2012
- Systems Administrator - TTEC - 2008-2010
- IT Coordinator - Oklahoma State University - 2005-2008

## **Education**

### **Oklahoma State University**

Jan 2005 – May 2008 | Stillwater, OK

- Bachelor of Science – Business Administration
- Major – Management Information Systems

## **Certifications**

Microsoft ID 5962278 | [Transcript Link](#)

- Microsoft Certified: Azure Solutions Architect Expert (AZ-300, AZ-301)
- Microsoft Certified: Cybersecurity Architect Expert (AZ-500, SC-100)
- Microsoft Certified: Azure AI Engineer Associate (AI-102)
- MCSE: Cloud Productivity and Infrastructure
- MCSE: Private Cloud