

# Wayne Nolette

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Technical Operations Manager specializing in AI systems, cloud automation, and data-powered decisioning. Architected **IE Hub** — a unified operational intelligence platform embedding production-grade AI via the Agentic Platform, with **36 governed AI tools**, **16+ Cloud Run services**, and **21 BigQuery tables**. Bridging data infrastructure, platform reliability, and team performance.

## EXPERIENCE

### ZoomInfo

January 2025 - Present

Technical Operations Manager II, AI Systems & Cloud Infrastructure

Waltham, MA

- Architected **IE Hub** — a unified operational intelligence platform for Infrastructure Engineering, consolidating DataDog, PagerDuty, Jira, Slack, Zoom, and Backstage data into a single team-scoped system for service health, change management compliance, incident cost analysis, and monitor governance
- Integrated enterprise-grade AI investigation agent via the internal Agentic Platform — powered by **Claude 4.5 Sonnet** for reasoning and GPT-4o-mini for suggestions, with **36 governed production tools**, **21 BigQuery tables**, structured tool invocation with input sanitization, and execution logging with timing spans
- Engineered OrgResolver identity system enabling natural language queries with automatic user-to-team-to-service resolution via BigQuery, supporting full leadership chain traversal (director → VP → SVP)
- Built **15-page** React 19 + TypeScript frontend with Team Hub dashboard, Executive Briefing, incident cost analytics, DataDog monitor governance for **9,000+ monitors**, and Okta SSO
- Architected Terraform-managed GCP infrastructure for **16+ Cloud Run services** with unified service accounts, Cloud Scheduler automation, and BigQuery datasets across 7 governance domains
- Designed predictive release risk scoring engine (0-100) correlating deployment speed, change management violations, and historical incident data to flag high-risk deployments before production impact
- Created OpsieBot — a Slack bot using Claude AI for natural language parsing to automate PagerDuty team renames, generating GitHub PRs with atomic Terraform changes and duplicate validation safeguards

### BAE Systems, Inc.

July 2023 - January 2025

Process Engineer II, Microwave & RF Manufacturing

Nashua, NH

- Developed and implemented a real-time LIVE SPC Dashboard to monitor and evaluate production equipment performance, leading to improvement in operational efficiency
- Designed tools for enhanced visibility and tracking of bond health on RF components, resulting in reduction in defect rates
- Led cross-functional teams in application of MIL-STD-883 standards, ensuring compliance and improving process consistency
- Received **Pioneer Award** for innovation and impact

### BAE Systems, Inc.

July 2022 - June 2023

Quality Engineer I, Quality Assurance

Merrimack, NH

- Implemented quality control initiatives achieving **12% reduction** in overall defect rates across critical components
- Led Root Cause and Corrective Action (RCCA), identifying systemic issues and implementing solutions that reduced recurring defects
- Optimized inspection processes through integration of automated tools, reducing manual tracking and increasing efficiency
- Received **Pathfinder Award** for contributions to quality engineering

## EDUCATION

Master of Science, Engineering Management — University of Massachusetts Lowell

2024 - 2025

Bachelor of Science, Mechanical Engineering — Worcester Polytechnic Institute

2017 - 2022

## SKILLS

Cloud & AI	GCP, Cloud Run, BigQuery, Terraform, Claude AI / LLM Agents, Prompt Engineering
Development	Python, TypeScript, React, REST APIs, Docker / Kubernetes, Helm
Data & Ops	BigQuery, DataDog, PagerDuty, Jira, Slack Integrations, Incident Response
Process	Root Cause Analysis, Release Risk Scoring, Power BI / Tableau, Change Management