

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

Technical Operations Manager II, AI Systems & Cloud Infrastructure

January 2025 - Present

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.

Process Engineer II, Microwave & RF Manufacturing

July 2023 - January 2025

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.

Quality Engineer I, Quality Assurance

July 2022 - June 2023

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