

# BENJAMIN VILLANUEVA

CLOUD & AI PLATFORM ENGINEERING EXECUTIVE | AGENTIC SYSTEMS & IDENTITY AT SCALE

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## EXECUTIVE PROFILE

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Cloud and AI platform engineering executive with more than 20 years leading enterprise Azure architecture, global engineering teams, and large-scale delivery. Architected and led the core platform behind a \$150M global managed-services business spanning 36,000+ Azure tenants and 13 global sites, and grew the engineering function from a single hire to a team of eight. Combines hard business outcomes — an 84% platform cost reduction and five consecutive years of Azure Expert MSP certification — with hands-on depth across identity, Zero Trust security, FinOps, and agentic AI. A people-first leader who develops talent, champions AI adoption, and sets technical direction by proving it first.

## CORE COMPETENCIES

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**Engineering Leadership:** Global Platform Engineering, Multi-Site Delivery, FinOps and Cost Optimization, Technical Team Leadership

**Cloud Architecture:** Azure IaaS, PaaS, and Hybrid Cloud, Kubernetes, PostgreSQL and Cosmos DB, Cross-Tenant and Multi-Tenant Architecture

**Automation and Integration:** Azure Functions, Service Bus, Event Hubs, Logic Apps, REST API Design, MCP Services, Agent Frameworks, Custom Agent Skills, AI-Assisted Development

**DevOps and Engineering:** CI/CD, Bicep and Infrastructure as Code, GitHub Actions and Self-Hosted Runners, Pre-Commit Hooks, Linting (Ruff), SAST, Code and Container Security, Python, Node.js, React, PowerShell

**Identity and Access Management:** Microsoft Entra ID, Managed Identities, Single Sign-On, Privileged Identity Management, Conditional Access, Federation Services (ADFS), Hybrid Identity at Scale

**Security and Governance:** Zero Trust, Azure Sentinel and SIEM, Azure Policy, Azure Monitor and Alerting, PCI, NIST, and SOX Auditing, Risk Mitigation

**Stakeholder and Partner:** Pre-Sales and Solution Architecture, Customer Success, Microsoft Partner Ecosystem, Fortune 500 Engagements

## PROFESSIONAL EXPERIENCE

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### Rackspace Technology

June 2015 to 2026 | *Progressed from Senior Azure Architect to Director of Azure Engineering*

Architected and led engineering of the core Azure platform underpinning a \$150M global managed-services business, with over 36,000 Azure tenants and 5,000 subscriptions under management worldwide. Built on PostgreSQL with Cosmos DB audit logging and an event-driven backbone of Service Bus, Event Hubs, and Azure Functions, the platform delivered highly resilient, secure operations across 13 global sites with continuous availability for enterprise customers.

### Director of Azure Engineering (2022 to 2026)

- **Leadership and Talent:** Grew the engineering function from the ground up to a team of 8 direct reports, hiring and developing senior technical talent and building a culture of continuous innovation and structured technical training.
- **Cross-Functional Alignment:** Partnered with support leadership, pre-sales, account managers, and customer success to convert engineering milestones into long-term commercial value and client retention.
- **AIOps, Agentic Services, and AI Enablement:** Led integration of an AIOps framework that cut Mean Time to Resolution from 5 hours to 15 minutes, built the platform's programmatic surface (REST APIs, tenant-isolated MCP services, agent frameworks, custom agent coding skills) and a lifecycle API unifying provisioning across six siloed systems, and served as the team's AI champion, integrating AI-assisted workflows into production.
- **Zero Trust Security Architecture:** Architected and deployed a multi-layered Zero Trust model across global infrastructure, governing Web Application Firewall, API Management, data isolation, and Entra ID Conditional

Access, PIM, and managed identities, with Azure Sentinel SIEM and Azure Monitor for real-time detection, alerting, and automated incident response.

- **Platform Modernization and Secure Delivery:** Led a multi-phase refactoring of the global delivery platform that cut monthly running cost from \$56K to \$9K (84% reduction) while increasing capacity, and set the engineering standard with Bicep IaC, GitHub Actions and self-hosted runners, pre-commit hooks, Ruff linting, and SAST, code, and container security scanning, cutting deployment time from 48 minutes to 6 minutes.
- **Partner Status and Revenue Platform:** Built and managed the Azure billing platform processing \$150M in annual managed-services revenue, governed the Microsoft Partner Center co-sell pipeline, and delivered a perfect record through the rigorous annual Azure Expert MSP audit with zero findings, protecting the partner status and co-sell revenue the business depends on.

#### Senior Azure Architect (2015 to 2022)

- **Cloud Solution Architecture:** Owned architecture, design, and implementation of cloud solutions across IaaS, networking, Kubernetes, databases, and hybrid environments on Microsoft Azure.
- **Identity and Access Management Practice:** Built out the Identity and Access Management group at Rackspace on Azure Active Directory, Active Directory Federation Services, and Microsoft Identity Manager 2016, designing the Azure IaaS infrastructure that delivered single sign-on and synchronized, federated identity at scale across cloud and on-premises Active Directory.
- **Pre-Sales and Fortune 500 Architecture:** Served as primary pre-sales contact and lead Azure architect for major Fortune 500 customers, delivering workshops, proofs of concept, custom solutions, and integrations with Azure Active Directory.
- **Technical Evangelism:** Delivered webinars on Identity and Access Management, Azure Active Directory, and Federation Services, each reaching more than 500 customers per session.

#### Senior Lead Consultant

Catapult Systems | September 2013 to 2015

- **Austin Practice Lead:** Served as local practice lead for the Austin business unit and a top-5% billable consultant firmwide, owning consulting delivery across Azure infrastructure, Office 365, Federation Services, and Azure Active Directory, and managing the full project lifecycle from sales through closure.
- **Azure Cloud Adoption and Identity Consolidation:** Migrated workloads to Azure across IaaS, PaaS, and DBaaS with Site-to-Site VPN connectivity, consolidated LDAP, Active Directory, and eDirectory with synchronization from 100 to 500,000 accounts (including M&A-driven redesign), and delivered ADFS solutions spanning SSO, MFA, claims-based identity, and access control across on-premises and Azure.

#### Senior Systems Engineer and Architect

Dell Technologies | 8 years

Lead technical architect for enterprise virtualization and identity, building Active Directory and high-availability infrastructure at 99.99% uptime and setting the security and identity governance standards that underpin modern Zero Trust frameworks.

## OPEN SOURCE

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**Borg** | Sole Creator and Maintainer | [borgmemory.com](https://borgmemory.com)

Designed and built an open-source (Apache 2.0), PostgreSQL-native memory system giving AI coding agents persistent, organization-level memory across an engineering team. Works across Claude Code, Codex, Copilot, and Kiro via Model Context Protocol, with namespace isolation over a shared Postgres knowledge graph. Benchmarked at 10 of 10 task success and 91.3% retrieval precision, 12.7 points over vector RAG.

## EDUCATION AND CERTIFICATIONS

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**M.S. IT Management and M.S. Supply Chain Management** | University of Wisconsin-Whitewater

Microsoft Certified Master (MCM): Directory Services · MCSE Charter Member: Cloud Platform & Infrastructure · MCSE: Server Infrastructure · Azure Solutions Specialist

17 active certifications, 24 Microsoft exams passed. Verifiable at [learn.microsoft.com/users/benjaminvillanueva-1418](https://learn.microsoft.com/users/benjaminvillanueva-1418).