

TYLER GRANLUND

Forward Deployed Engineer • AI-Native Product Leader — Production Agent Systems, Multi-Tenant Cloud, End-to-End Delivery

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SUMMARY

IT leader turned hands-on AI systems engineer. Over 20 months at a 5-brand, 200+ location franchise portfolio I designed, built, and shipped production software using supervised multi-agent development — a June 2026 audit counts 79 software assets, 19 in production, with an independent contractor-rebuild estimate of \$0.9M–\$2.3M. I own the full loop solo: discovery with non-technical stakeholders, architecture, security review, CI/CD and evaluation gates, production rollout, and cloud cost governance across 5 Microsoft tenants, Azure, and AWS.

SKILLS

AI & Agent Systems: Multi-agent orchestration (planner + specialist sub-agents with code-review, QA, and security gates), agent skills & tool/function calling, RAG + knowledge graphs, evaluation harnesses & automated judge gates, prompt engineering, local-first LLMs (Ollama, Whisper), human-in-the-loop approval workflows

Languages & Frameworks: Python (FastAPI, SQLAlchemy, Pydantic), TypeScript/Node.js, React, SvelteKit, HTMX, PowerShell, SQL/DAX, Bash

Cloud & Identity: Azure (App Service, Functions, Static Web Apps, ADF, Key Vault, Container Registry), AWS (Lambda, Athena, Glue, ECS Fargate, Kinesis, Cognito), Microsoft Entra ID multi-tenant (B2B, dynamic groups, Conditional Access), Microsoft Graph, OIDC workload identity federation (zero stored secrets), Bicep, Terraform

Data & BI: Snowflake, Power BI / Fabric (Direct Lake), PostgreSQL, SQL Server, ETL pipeline design, row-level security

Quality & Delivery: GitHub Actions CI/CD, Playwright E2E, pytest/Vitest, WCAG 2.2 AA (axe-core), STRIDE threat modeling, FinOps / cloud cost governance

Platform Integrations: Freshdesk, Monday.com, HubSpot, FranConnect, Mindbody, Zenoti, BigCommerce/Shopify, Ramp, JotForm, GitHub Enterprise

EXPERIENCE

IT Operations & Systems Engineer

Jan 2026 – Present

HTT Brands — multi-brand franchise portfolio (*The Lash Lounge, Bishops Cuts/Color, Frenchies Modern Nail Care, Delta Crown Extensions*), 200+ locations • Bentonville, AR

- Run a supervised multi-agent development practice (orchestrator + specialist agents gated by code-review, QA, and security sub-agents) shipping production software solo; June 2026 portfolio audit: 79 software assets, 19 in production, \$0.9M–\$2.3M independent contractor-rebuild estimate.
- Shipped Control Tower v2.5.0 (June 2026): multi-tenant governance platform (Python/FastAPI, PostgreSQL, Azure SDK, Docker) — 92 API routes, 7,386 automated tests, 48/48 automated judge gate — syncing cost, identity, compliance, and lifecycle evidence across 5 Entra ID tenants.
- Building an identity-aware knowledge fabric: multi-agent ingestion of POS configurations (Mindbody, Zenoti), SharePoint docs, and 100K+ Freshdesk tickets, grounded in 1,523 verified identities; serves role- and brand-scoped RAG answers (Phase 1: 52/52 QA checks).
- Led the estate and cost audit that drives COO financial decisions: 41 repos, 11 Azure subscriptions, 178 resources; quantified ~\$12K/mo run-rate with a ~40% optimization path and 25 prioritized remediation actions (12/12 verification checks passed).
- Led BI platform modernization hands-on: migrated the warehouse from a SQL Server VM to Azure SQL with an ADF cloud pipeline, validated a Fabric Direct Lake POC on F64 capacity (87M rows with live DAX), and delivered a custom React + SQL Server dashboard replacing Fabric reporting with ~\$57K/yr documented license savings.
- Built the BI access-ops platform for cross-tenant Power BI: one-command franchise user onboarding, B2B sync (TLL → HTT) with dynamic groups and Fabric licensing, row-level security, and daily Snowflake → SQL ADF ETL — Bicep IaC, GitHub Actions OIDC, zero stored secrets.
- Built production data/marketing pipelines on Snowflake (cohorts of 134K+ clients, offer segmentation, conversion tracking) with Playwright-tested dashboards deployed via GitHub Pages.

IT Director

Oct 2024 – Jan 2026

HTT Brands • Bentonville, AR

- Owned IT strategy and operations for a 5-brand, 200+ location franchise portfolio: 5 Microsoft tenants, 2,000+ identities, Azure + AWS estates, SaaS vendor register, and security posture — on a two-person team.
- Shipped Group Management Hub v3.28 (React, TypeScript, Azure Functions, PostgreSQL): multi-tenant M365 admin platform with traffic-based health scoring and cleanup prioritization for 334 groups and 649 mailboxes across 4 tenants — 7,984 automated tests, WCAG 2.2 AA, zero known vulnerabilities.
- Eliminated stored secrets from automation: OIDC workload identity federation across all 5 tenants powering user lifecycle workflows (onboarding, offboarding, leave, mailbox conversion) fed from Monday.com and CSV.
- Delivered the Homecoming 2026 convention hub on SharePoint with cross-tenant Entra B2B access for 131 external guests — 217 automated tests including WCAG 2.2 AA accessibility gates.
- Engineered the AWS foundation and integration requirements that enabled DART, a contractor-built near-real-time multi-brand BI platform: federated IAM access, S3 staging and ETL data contracts for Zenoti and Snowflake sources, plus the 6-month cost and infrastructure review across ~75 AWS resources.
- Ran security programs: FIDO2/passkey readiness audit across the corporate tenant (quantified the licensing blocker affecting 211 of 258 users), cyber-insurance evidence collection, and continuous DNS/email-authentication (SPF/DKIM/DMARC) monitoring across 5 domains and 245 records.
- Standardized helpdesk and PM platforms across brands: Freshdesk SSO/SCIM with Entra ID, Monday.com SSO enforcement for 670+ users, ticket dedup and KB optimization over 100K+ tickets.

IT Product Manager I → II, Digital Experience

Jan 2022 – Dec 2023

Outdoor Cap Company · Bentonville, AR

- Led B2B e-commerce product development on Adobe Commerce (Magento): directed platform upgrades and integrated 3D product-customization tooling for the custom headwear line.
- Shipped an account-management dashboard and custom order form that cut click-path 30% across sales channels.
- Moved the org to ClickUp with a 3-week sprint release cycle; co-authored the 3-year B2B commerce platform vision.

IT Manager → Senior IT Manager

Apr 2015 – Dec 2021

School of Rock LLC · Global

- Ran global IT for a 250+ location franchise: Google Workspace + Okta for 1,500 users across 14 countries; led merchant-processing, billing, and scheduling-software localization for Brazil, Taiwan, Spain, and South Africa.
- Drove the pandemic pivot to online lessons, keeping franchise revenue operating through 2020; built the customer-facing student dashboard and online make-up booking flow.
- Built franchisee training programs and analytics that standardized operations across international markets.

SELECTED PROJECTS (PERSONAL BUILDS — CASE STUDIES AT TYLERGRANLUND.COM)

- **Mysa Mail** — local-first AI email command center: FastAPI + SQLAlchemy backend (5,700+ LOC), SvelteKit frontend (150+ components, WCAG 2.2 AA), 5 signal classifiers, rules engine, human-in-the-loop approval workflows, audit-trailed AI inference with local Ollama default and cloud opt-in.
- **Call Transcript** — privacy-first macOS recorder/transcriber: Tauri 2 + Python sidecar, Whisper.cpp + Ollama recap pipeline, SQLite library, 252 passing tests; local-only AI with explicit audit trail.
- **C&M Barber Shop website** — conversion-first static site for a real small-business client: semantic HTML + JSON-LD, security headers (A+ Mozilla Observatory), Playwright E2E, timezone-aware open-now logic.
- **tylergranlund.com** — this portfolio: TanStack Start (React 19), Tailwind 4, Radix UI, Vitest + Playwright + axe-core quality gates in CI, deployed on Cloudflare Workers.

EDUCATION & RECOGNITION

Associate of Science — Joliet Junior College

Adobe Commerce Advocate & Speaker (2024) — recognized by Adobe as a subject-matter expert; delivered “Streamlining E-Commerce: Communication, Testing, and Requirements in Agile SDLC” to Adobe customers.