

# TYLER GRANLUND

Forward Deployed Engineer — Production LLM Agents · Enterprise Deployment · Customer-Facing Delivery

Bella Vista, AR · 815-546-8127 · tygranlund@icloud.com · [tylergranlund.com](https://tylergranlund.com)

## SUMMARY

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I have shipped agents into production environments and owned post-sales-style implementation end to end: discovery, technical scoping, system design, build, evaluation, and production rollout — embedded with non-technical business stakeholders at a 200+ location franchise portfolio. Python/TypeScript across Azure and AWS; multi-agent orchestration with evaluation gates, MCP-style tool integration, RAG, and human-in-the-loop controls. High agency under ambiguity: a two-person IT team delivering what a June 2026 audit estimates at \$0.9M–\$2.3M in contractor-equivalent software.

## SKILLS

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**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

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### 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

- Ship agents into production: orchestrate planner + specialist sub-agents (code review, QA, security) behind automated evaluation gates; June 2026 portfolio audit counts 19 production systems among 79 assets (\$0.9M–\$2.3M contractor-rebuild estimate).
- Owned end-to-end delivery of Control Tower v2.5.0: discovery with the COO → architecture → security review → CI/CD → production rollout; FastAPI/PostgreSQL/Azure SDK platform with 92 API routes and 7,386 automated tests governing 5 Entra tenants.
- Building an identity-aware RAG knowledge fabric over POS configs, internal docs, and 100K+ support tickets, grounded in 1,523 verified identities with role- and brand-scoped access control (Phase 1: 52/52 QA).
- Designed evaluation regimes that gate releases: automated judge scoring (48/48), 7,000+ test suites per platform, Playwright + axe-core accessibility gates, and STRIDE threat models.
- Quantified and presented the cloud estate to executives: ~\$12K/mo run-rate, ~40% optimization path, 25 remediation actions — the workbook leadership uses for financial decisions.
- Hands-on data platform delivery: SQL Server VM → Azure SQL + ADF migration, Fabric Direct Lake POC (87M rows, live DAX), and cross-tenant Power BI access automation with Bicep IaC and zero-secret OIDC.

### IT Director

Oct 2024 – Jan 2026

HTT Brands · Bentonville, AR

- Embedded daily with non-technical operators — franchise owners, brand presidents, a COO — to scope, build, and roll out systems they actually adopt: convention hub for 131 cross-tenant B2B guests (217 automated tests), group-management platform for 4 tenants (7,984 tests, WCAG 2.2 AA), zero-secret OIDC lifecycle automation across 5 tenants.
- Engineered the AWS foundation (federated IAM, S3 staging, ETL data contracts) and integration requirements that enabled a contractor-built near-real-time BI platform across 5 data sources; ran its cost and infrastructure review.

- Ran identity and security programs across 5 Microsoft tenants and 2,000+ identities: passkey/FIDO2 readiness (licensing blocker quantified at 211/258 users), Conditional Access analysis, DNS/email-auth monitoring.

### **IT Product Manager I → II, Digital Experience**

*Jan 2022 - Dec 2023*

*Outdoor Cap Company · Bentonville, AR*

- B2B e-commerce product delivery on Adobe Commerce: platform upgrades, 3D customization tooling, dashboard + order form that cut click-path 30%; recognized as Adobe Commerce Advocate (2024).

### **IT Manager → Senior IT Manager**

*Apr 2015 - Dec 2021*

*School of Rock LLC · Global*

- Global IT for a 250+ location franchise: Google Workspace + Okta for 1,500 users in 14 countries; payments/billing localization for 4 international markets; led the pivot to online lessons in 2020.

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

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- **Mysa Mail** — local-first AI email agent with 5 classifiers, approval workflows, and audit-trailed inference — FastAPI + SvelteKit, 5,700+ LOC backend.
- **Call Transcript** — privacy-first local transcription/recap pipeline (Whisper.cpp + Ollama), 252 passing tests.
- **tylergranlund.com** — portfolio with full case studies, CI quality gates (Vitest, Playwright, axe-core), Cloudflare Workers.

### **EDUCATION & RECOGNITION**

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**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.