

Mike Bengtson

VP / Director — AI Engineering Leadership

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Atlanta, GA · Open to Hybrid / Remote

SUMMARY

AI engineering leader with two decades building and scaling production platforms — now personally architecting the agentic-AI toolchains that make engineering organizations dramatically faster. Equally at home leading multi-squad orgs against nine-figure KPIs and pairing with engineers in the codebase via Claude Code, Codex, MCP, and RAG. Proven at scaling platforms from zero to millions of users, doubling engineering capacity under deadline, and operationalizing agentic development that has cut some delivery cycles from three months to a two-week sprint.

CORE COMPETENCIES

- **AI & Agentic Engineering** — Claude Code · Codex · GitHub Copilot · MCP servers · RAG & vector search · agentic orchestration · spec-driven development · code-graph intelligence (GitNexus) · evals & guardrails · prompt/context engineering
- **Engineering Leadership** — multi-squad & chapter leadership · hiring and scaling teams · SDLC & release governance · cross-org roadmap alignment · revenue & P&L ownership
- **Cloud & Platform** — AWS (Lambda, Aurora/RDS, DynamoDB, SQS, S3, KMS, Route 53) · microservices · Kubernetes, Rancher, ArgoCD · event-driven architecture · CI/CD
- **Languages & Frameworks** — Java (Spring Boot, Micronaut) · TypeScript / Node.js · Python · React · GraphQL & REST · SQL & NoSQL
- **AI Deployment Stack** — Vercel · Railway · Supabase · Pinecone · Resend · AssemblyAI · Lovable

EXPERIENCE

Fidelity Investments — Apr 2022 – May 2026

Two mandates across four years. Most impactfully, led Fidelity Brokerage's **agentic-AI transformation** — building the enterprise's agentic-development practice (including a code-generation pipeline that cut some delivery cycles up to **~6x**) and engineering **AIDE**, the servicing platform behind a **\$175M** AHT-savings target. Earlier in the tenure, rescued and scaled the **Consumer Portfolio Capability** data platform from a stalled launch to **7M+ users**.

VP, Full-Stack Engineering — Consumer Portfolio Capability · Chapter Leader (2022 – 2024)

Hired to finish and stabilize a stalled enterprise data-aggregation platform — powering Planning & Guidance, real-time financial eventing, and bulk insights — then promoted to Chapter Leader for its long-term ownership.

- Diagnosed the performance and stability issues blocking production use and **stabilized the system within two months** of onboarding.

- Reviewed the AWS architecture (Micronaut Java, Aurora Postgres, SQS event bus) and drove the autoscaling, multi-region balancing, DB resizing, and rapid DR-failover tuning that carried it through launch and scale.
- Took the platform **from 0 to 7M+ users in two years** as Engineering Chapter Leader, owning roadmap and long-term strategy across business stakeholders, Product, and engineering on a system live in production.
- Expanded the product from consumer-spending aggregation to student-loan data, real-time credit-card spend eventing, and external investment-portfolio tracking with live pricing.

VP, Engineering Leader — Brokerage AI Innovation Lead & AIDE Program · Multi-Squad Chapter Leader (2024 – 2026)

Promoted to lead Brokerage's agentic-AI transformation: operationalizing agentic development across the org — the **AI Innovation** workstream — while running engineering for **AIDE**, an AI "single pane of glass" consolidating 14+ servicing tools and dozens of back-end systems for 8,900 call-center associates, targeting **\$175M** in average-handle-time savings over five years.

- Built a reusable, **skill-based code-generation pipeline** that cut delivery for some feature classes from ~3 months to a single two-week sprint — **up to a ~6x reduction in cycle time**.
- Architected and open-sourced **gemba-core**, a vendor-agnostic framework for work-tracking and session orchestration across massively parallel agentic coding flows (github.com/GembaCore/gemba-core).
- Stood up an enterprise **RAG + MCP knowledge layer** that vectorized thousands of Confluence pages and Swagger/API contracts, making institutional knowledge directly consumable by agentic pipelines.
- Established the brokerage's **agentic-development standard** — Claude Code, Codex, SpecKit, GitNexus code graphs, and local MCP servers (Playwright driver) — and the cross-squad SDLC governance for integration testing, release management, and AI-assisted review.
- Drove AI-first delivery practices — automated unit/integration test generation, SDK migrations, SonarQube remediation, and UI-prototype-to-code — and introduced **Beads** as a parallel-workstream data plane for the mainframe-modernization program.
- Scaled the AIDE engineering org **from 14 to 31 engineers in six months** through internal, external, associate, and contingent recruiting, onboarding, and training.
- Shipped AIDE's highest-impact servicing capabilities — Wire/ACH transfer, stock and funds trading, multi-holding trading and liquidation, and call-notes optimization — directly advancing the program's **\$175M AHT-savings** target.

Amobee (a Singtel company) — Jul 2016 – Mar 2022

Technical Lead — Back-end Architecture (2021–2022) · Social Channels (2016–2021)

SaaS AdTech platform unifying mobile, social, video, and display advertising across consolidated planning, back-end tools, and analytics.

- Architected and led delivery of **Amobee Marketplace**, an industry-first "Amazon-style" storefront presenting advertising inventory as shoppable products — owned the architecture and stack selection (GraphQL, AOP/annotation-driven services, React) and delivered **on time and on budget** with a hybrid on/offshore team.

- Designed **Social 2.0**, a unified Java microservices platform consolidating the Facebook, Twitter, Snapchat, and Pinterest advertising APIs with internal data and state; personally built the multi-identity OAuth, ad-hoc entity-grouping, and front-end orchestration services.
- Piloted a serverless offering — a long-lived AWS Lambda backed by DynamoDB — blending live API calls with in-house data and analytics, proving patterns reused across later products.
- Led the founding Snapchat-channel "tiger team" (Java/Spring Boot/PostgreSQL microservices) and replaced the Vagrant/Bash/Fabric toolchain with a **Kubernetes DevOps** solution that cut configuration overhead and deployment errors.
- Set long-term maintenance strategy for the Facebook offering and remotely led an 8-person offshore dev/test team, building the tooling, training, and procedures that made offshore delivery reliable.

ACI Worldwide — 2010 – 2016

Director, Service Delivery Management (2013–2016) · **Senior Solution Architect** (2010–2013)

- Led an **18-person global team accountable for \$300M in SaaS revenue**, owning service design, delivery, and customer experience while transitioning the business from on-prem licensing to subscription SaaS.
- Integrated the service-delivery models of **three acquisitions** with minimal customer attrition and built a legacy-migration program that held **80%+ overall retention** — near-total among top-tier accounts.
- As Senior Solution Architect, designed PCI-compliant card-tokenization loyalty for a global beverage leader, the industry's first tablet-based payment for a global QSR, an SMS real-time fraud-alert program, and the **industry's first PayPal-to-ATM transfers**.

Earlier Career — 1996 – 2010

- **S1 Corporation — Regional VP, Canada & Caribbean** (2006–2010): Grew territory revenue **from \$800K to \$3M+ in year one**, delivered double quota the next, secured the first EFT-processor account in Canada, and expanded the footprint at Canada's largest retail brand.
- **Mosaic Software — VP, Channel Management & Product Strategy** (2000–2006) · **Development Manager** (1996–2000): Built the reseller channel (first multimillion-dollar reseller EFT sale) and a portfolio of self-service and internet-payment products including a next-generation web kiosk; authored the ATM media-management portion of **ISO 20022**; earlier, led North American EFT engineering — including an **industry-first event-driven Java SDK** for EFT processing.

EDUCATION & OPEN SOURCE

- Northern Illinois University — Computer Science coursework
- Creator & maintainer, **gemba-core** — open-source framework for parallel agentic development