

Jordan Williamson

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SUMMARY

Automation architect and **software engineering** leader with 14 years of experience across SAP operations, **Python** development, enterprise automation, DevOps, **platform engineering**, cloud architecture, and production reliability. Builds production services, REST APIs, microservices, Ansible playbooks, workflow components, and reusable automation frameworks that move manual operations toward scripted, event driven, AI assisted execution. Hands on work includes SAP Basis, SAP HANA, **RISE with SAP**, Kubernetes, Infrastructure as Code, Git, CI/CD, testing, observability, ITSM automation, and cloud integrations. Recent initiatives apply generative AI, LLM applications, RAG, and agentic workflows to incident analysis, root cause investigation, knowledge retrieval, and remediation recommendations. Partners with architecture, security, infrastructure, application, and operations teams to deliver governed automation with approvals, auditability, guardrails, rollback, and reliable production outcomes.

EXPERIENCE

Principal Automation Architect, SAP Operations Automation

January 2022 - Present

Blue Ridge Automation Systems

Arlington, VA

Lead architecture and delivery for **SAP operations automation**, combining Python engineering, Ansible, event driven workflows, generative AI, cloud integrations, and governed production remediation across enterprise platforms.

- Architected SAP workflows covering detection, diagnosis, approval, execution, validation, documentation, and learning.
- Built Python services, **REST APIs**, Ansible roles, integrations, and orchestration components for production operations.
- Applied idempotency, retries, rollback, **error handling**, observability, and approvals for auditable remediation.
- Integrated **SAP Basis**, SAP HANA, RISE with SAP, monitoring, ITSM, cloud, and infrastructure services.
- Developed agentic workflows for **incident analysis**, **knowledge retrieval**, root cause investigation, and remediation recommendations.
- Partnered with cloud architects on IAM, networking, Kubernetes, event services, security, and deployment patterns.

Senior Automation Engineer, Enterprise Operations

January 2019 - December 2021

Potomac Platform Engineering

Reston, VA

Delivered reusable automation services and governed operational workflows for enterprise platforms, connecting Python, **Ansible Automation Platform**, monitoring, ITSM, CI/CD, and emerging LLM capabilities.

- Replaced isolated scripts with reusable Python services and workflow components for enterprise operations.
- Developed **Ansible** playbooks, roles, and modules for configuration checks and controlled remediation.
- Connected **monitoring** events with ITSM workflows, approved actions, **validation**, and operational documentation.
- Applied Git, **CI/CD**, testing, logging, **observability**, retries, rollback, and error handling in production.
- Prototyped LLM triage and RAG retrieval workflows, assessing accuracy, security, and operational value.
- Defined permissions, approval gates, audit records, and support expectations with security and infrastructure teams.

Platform Engineer, Cloud Operations

January 2016 - December 2018

Capital Cloud Services

Tysons, VA

Engineered cloud native services and integrations supporting SAP and platform operations across AWS and Kubernetes, with ownership spanning APIs, automation, delivery pipelines, monitoring, and operational documentation.

- Engineered cloud native services supporting SAP operations across AWS and Kubernetes environments.
- Designed **REST APIs** and event driven components connecting monitoring, infrastructure automation, and operational systems.
- Automated configuration and infrastructure tasks with Python, Ansible, and **Infrastructure as Code** practices.
- Established CI/CD pipelines, automated tests, **code reviews**, and production monitoring for internal services.
- Supported SAP teams with **system health**, **operational checks**, troubleshooting data, and infrastructure integrations.
- Documented reusable design patterns and runbooks that improved consistency across **engineering** and operations.

Software Engineer, Enterprise Integrations

January 2014 - December 2015

Shenandoah Enterprise Technology

Fairfax, VA

Developed enterprise services and integration utilities for infrastructure and application operations, advancing tested automation, API connectivity, controlled delivery, container support, and production reliability.

- Developed Python services, APIs, and integration utilities for enterprise operations and infrastructure.
- Converted recurring manual procedures into tested automation with structured errors, **logging**, and validation.
- Used **Git** development, peer review, automated testing, and **CI/CD** for controlled releases.

- Integrated applications with **REST APIs**, identity services, monitoring platforms, and infrastructure systems.
- Supported containerized services and cloud deployments with **networking**, IAM, observability, and **security** requirements.
- Investigated production failures through logs, metrics, reproducible tests, and documented prevention steps.

Junior Software Engineer, Systems Automation

June 2012 - December 2013

Atlantic Systems Group

Alexandria, VA

Built software utilities and API integrations for systems administration and enterprise application support, developing practical foundations in Python, testing, source control, troubleshooting, and production documentation.

- Built **Python** utilities for systems administration and enterprise application support workflows.
- Created API **integrations** that exchanged operational data between internal services and reduced manual handling.
- Wrote automated tests and maintained source control workflows for reliable recurring releases.
- Supported Linux **troubleshooting** by gathering logs, validating configurations, and documenting technical findings.
- Developed reusable automation scripts with clear inputs, **error handling**, and maintainable functions.
- Reviewed designs, deployment steps, and production support documentation with senior engineers.

PROJECTS

Closed Loop SAP Operations Automation 📅 2024

Connected event detection, operational context, approvals, remediation, validation, documentation, and rollback into a governed workflow. Shared goals with SAP and operations partners shaped practical automation that improved trust in production support.

LLM Incident Analysis and Knowledge Retrieval 📅 2023

Created a governed prototype using LLM applications and RAG for incident triage, root cause analysis, and remediation recommendations. Collaboration with security and operations partners kept human review, auditability, and approved actions central.

LEADERSHIP & AWARDS

- 2024, Recognized by engineering leadership for advancing governed SAP operations automation and reusable production workflows.
- 2023, Selected to guide cross team exploration of LLM assisted incident analysis and RAG based knowledge retrieval.
- 2021, Earned peer recognition for reliable Ansible automation, production support practices, and practical operational documentation.

EDUCATION

Bachelor of Science in Computer Science

2012

George Mason University GPA: 3.5

Fairfax, VA

***Coursework:** Software Engineering, Distributed Systems, Database Systems, Operating Systems, Computer Networks*

CERTIFICATIONS

- AWS Certified Solutions Architect, Associate 📅 2020
- Ansible Automation Platform Skills Credential 📅 2023

TECHNICAL SKILLS

- **Programming:** Python, REST APIs, Microservices
- **Automation:** Ansible, Ansible Automation Platform, Playbooks
- **SAP Platforms:** SAP Basis, SAP HANA, RISE with SAP
- **Cloud Platforms:** AWS, Azure, Google Cloud
- **Containers:** Kubernetes, Docker, Container Services
- **Delivery Engineering:** Git, CI/CD, Code Reviews
- **Infrastructure:** Infrastructure as Code, Configuration Automation, Linux
- **AI Applications:** Generative AI, LLM Applications, Agentic AI
- **Knowledge Systems:** RAG, Knowledge Retrieval, Root Cause Analysis
- **Operations:** ITSM Automation, Monitoring, System Health
- **Reliability:** SRE, Observability, Logging
- **Security Governance:** IAM, Cloud Security, Guardrails

SKILLS

- | | | | |
|-----------|-----------------------------|-----------------|---------|
| • Python | • Workflow Orchestration | • RISE with SAP | • Git |
| • Ansible | • Event Driven Architecture | • AWS | • CI/CD |

- REST APIs
- SAP Basis
- Kubernetes
- Generative AI
- Microservices
- SAP HANA
- Infrastructure as Code

PROFESSIONAL AFFILIATIONS

- Member, Association for Computing Machinery, connecting software engineering practice with responsible automation and shared technical learning.
- Member, Cloud Native Computing Foundation community, contributing perspective on Kubernetes, observability, platform reliability, and cloud native operations.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST