Rich Sadowski

AI Transformation Leader · Agentic Engineer · Inventor, 6 US patents

Denver, CO · linkedin.com/in/richsadowski · richsadowski.com

I move real business work onto AI, govern it, and prove it got better. In my current role I moved most of the recurring work onto production AI agents, then built the system that makes them better every week. Automation that runs unattended has to prove it still works and show where it got better. That's the part I build. Machine learning in production since 2016, twenty years leading software teams, and six US patents across AI/ML, security, and customer experience.

SELECTED RESULTS

- Cut customer security assessment turnaround from 5 days to 2 hours with agent-drafted, source-traced, human-reviewed answers.
- Built an improvement cascade: four nested review loops, 433 runs a year, that audit my automation and check whether past changes helped. Nothing changes without a human decision.
- Co-invented and led OneTeam, a machine learning platform used by 50,000 agents worldwide. Reduced call handling time 23% and fraud 84%.
- Co-invented SecureTalk (US 9,100,484), a new revenue line behind 30%+ year-over-year topline growth.
- Automation cut SLA-impacting storage outages by more than 75% across 32 data centers.

AI SYSTEMS I BUILT AND RUN

- **Knowledge base:** a 2,200-page wiki with one curated page per topic, so retrieval returns reconciled facts, not fragments. A typed graph carries cross-page facts, each link backed by a verified quote.
- **Quality gate:** a mutation-tested CI gate of 2,600+ tests. Every answer needs a cited source and an exact quote that code verifies.
- **Agent design:** planner and executor subagents plus read-only checkers that verify drafts before they ship. Agents draft, humans send.
- **Evaluation:** a second-model judge against spec drift, which found 44 of 101 skills silently unreachable because of a context budget.
- **Memory:** a local six-layer memory shared by Claude Code, Claude Desktop, and Microsoft Copilot through its own MCP server. It captures every turn, summarizes and embeds it on-device, and keeps the raw transcript, so every recall is cited.
- **Economics:** model routing and cost/value models for enterprise AI tooling.

EXPERIENCE

Global Compliance Manager

09/2025 – Present

Alchemer · Louisville, CO

- Manage the compliance program (SOC 2 Type 2, ISO 27001, GDPR, HIPAA, CCPA, FERPA, EU-US DPF) and rebuilt how it runs on agents I designed, tested, and operate.
- **Security assessments:** hundreds a year. An agent answers only what the knowledge base supports and leaves the rest blank. A separate read-only agent rechecks every flag and spot-checks 20+ answers. I review and submit.
- **Audits:** a weekday job tracks every open evidence request and drafts owner follow-ups for my review.
- **Responsible AI:** authored the program on ISO/IEC 42001: eight CISO-approved documents covering charter, policy, systems register, risk and impact assessments, transparency disclosures, and model cards.
- **Corrections:** every corrected answer is logged with its cause (wiki wrong, source stale, wrong page, misread), so the knowledge base is fixed at the source.
- **Tools:** a Slack compliance responder on AWS Lambda and Claude, and a React/TypeScript compliance dashboard with its own MCP server. Author of policies including SDLC and Backup and Restore.

Global Executive Director, Software R&D, Global IS 12/2012 – 05/2023

Foundever (formerly SYKES) · Denver, CO

- **AI/ML:** co-inventor on five US patents behind the OneTeam platform: machine learning and neural networks that label interactions and predict long calls, NLP sentiment analysis on call audio, image recognition for workspace checks, and a knowledge bot.
- **Secure workspace:** agent login verified by hardware ID, system-file hash checks, and IP geolocation, webcam checks for unauthorized people or devices, and automatic masking of SSNs and account numbers in every event and recording.
- **Customer experience:** A/B tests of process changes against real interactions, supervisor listen, whisper, and barge, and a recommendation matrix that routes each help request to the best agent.
- **Leadership:** led developers, DevOps engineers, product owners, and technical writers across eight countries. Directed product roadmaps and high-profile client implementations.
- **Compliance and cloud:** PCI DSS, GDPR, HIPAA, SOX, SOC 2, and ISO 9001 for OneTeam. Moved legacy applications to AWS and Azure with cloud cost modeling across both.

Vice President of Software Development 09/2007 – 12/2012

Alpine Access · Denver, CO

- Oversaw full-stack agile development of the SaaS platform supporting 7,500+ remote agents.
- **Co-invented SecureTalk:** card digits a caller keys in are blocked from the agent's ears and screen while the agent stays on the line. PCI protection for a home-based workforce without handing the customer to an IVR.
- Owned security compliance for PCI, HIPAA, and SOX, plus financials and product OKRs.

Director of Storage Engineering 09/1999 – 04/2007

Sungard Availability Services (formerly Inflow) · Denver, CO

- Directed IaaS storage engineering (tape, disk, and replication) across 32 data centers in North America. Owned infrastructure OKRs and financial performance.
- Developed automation tools that reduced SLA-impacting outages by more than 75%.

US PATENTS

US 12,380,406	Adaptive Workspace Environment	2025
US 12,248,893	Intelligent Monitoring	2025
US 11,699,113	Digital Analysis, Test, and Improvement of Customer Experience	2023
US 10,748,099	Foundational Analytics Enabling Digital Transformations	2020
US 10,742,649	Secure Authentication & Virtual Environment Setup	2020
US 9,100,484	Secure Call Environment	2015

SKILLS

AI and ML: agentic AI, Claude Code, MCP, prompt engineering, evaluation, predictive models, AI for risk management, AI governance (ISO/IEC 42001)

Compliance: SOC 2, ISO 27001, GDPR, HIPAA, PCI DSS, SOX, CCPA, FERPA, EU-US DPF

Cloud and engineering: AWS, Azure, Kubernetes, Terraform, Python, TypeScript, React, .NET, Databricks, Kafka

Leadership: global teams, product strategy, roadmaps, change management (Prosci/ADKAR)

EDUCATION · STONY BROOK UNIVERSITY

MBA, Business (Honors)	1996
MS, Materials Science & Engineering (top of class)	1995
BS, Materials Science & Engineering	1993