

JOHN HEDLEY II

Technical Delivery & Modernization Leader

Applied AI | Professional Problem Solver

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Technology leader who turns ambiguous business intent into delivered software, with deep experience in modernization and SaaS product delivery. Works directly with company principals and domain experts to define the problem, challenge scope and lead the technical path to delivery. Combines architecture and engineering depth with accountability from discovery through stakeholder validation and continued product evolution. Pairs formal delivery discipline with current Microsoft AI credentials and applied AI product and advisory work.

CREDENTIALS

Project Management Professional (PMP) – earned 2020

Microsoft Certified: Azure AI Apps and Agents Developer Associate | 2026

Microsoft Certified: AI Transformation Leader | 2026

Japanese Language Proficiency Test (JLPT) — N4

PROFESSIONAL EXPERIENCE

SOLVE FIRST CONSULTING

2013–Present

Independent Technology Consultant

QwickRate / Infusion / OptimaFI | Client engagement | 2016–2026

Technical delivery and modernization lead for QwickAnalytics, now Call Report Insights

- Led modernization of QwickAnalytics from a limited PDF-oriented reporting service into an interactive fintech SaaS platform. The resulting platform **added 810+ new subscribers** and represented **\$2.6M+ in ARR** by year-end 2023.
- Turned an **open-ended modernization mandate** into a defined product through discovery with principals and banking experts. Originated the architecture, UI/UX and initial customer-facing feature set for financial research and peer analysis; established sequencing and delivered a foundation that endured throughout the engagement.
- Led cross-functional technical delivery across .NET, Java, React, IT and business stakeholders. Defined API requirements and resolved dependencies while preserving existing Java data services; negotiated scope against time and resource constraints and introduced Jira to support backlog and roadmap delivery.
- Extended the platform's value to investors and researchers by delivering an Excel/VSTO financial-analysis add-in. Enabled ad-hoc screening and custom queries across banks, holding companies and credit unions, with reusable templates and integrated Barchart market and FRED economic data.
- Owned delivery of SEC 13F institutional-ownership research from data ingestion and SQL Server architecture through reporting pages. When historical backfill became a new requirement, negotiated the added scope and extended the existing engine to support both backfills and daily imports without duplicating the system.
- Established an enduring release-readiness rule after late changes caused problems: only work completed, tested and stakeholder-validated before Thursday review could enter the weekend release, except emergency fixes. Protected validation time and made readiness explicit to technical and business stakeholders.

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SOLVE FIRST CONSULTING CONTINUED

Selected applied AI and advisory work

- Keating Family Medicine: Led workflow discovery with practice leadership and produced an **AI and automation Opportunity Map**. Prioritized payment reconciliation, workflow visibility and administrative opportunities; explicitly deferred automation where process and SOP maturity were insufficient. Delivered assessment and recommendations, including what not to automate yet.
- RefactIQ: **Conceived and built an AI-assisted code-audit and triage SaaS** combining deterministic analysis with AI synthesis and explanation. Addressed evaluation, privacy and no source-code retention; deprioritized commercialization as major development platforms introduced competing AI capabilities.

EARLIER EXPERIENCE

MEDMASTERS.COM

2012–2013

Founding Technical Lead | Official title: VP of Software Development

Served as the sole active software technologist in a four-person startup. **Turned founders' healthcare recruiting concept into a working SaaS** combining job search, candidate sourcing and social interaction; owned application and data architecture and implementation.

BANKER'S DASHBOARD

2008–2013

Lead Developer

- Led the Classic ASP to C#/.NET modernization of a banking SaaS, refreshing its architecture, codebase and user experience. Worked directly with the founders to turn banking requirements into delivered capabilities, including financial forecasting based on historical data.
- Became the primary software-side owner after modernization, carrying product evolution and maintenance forward with the founders. Provided technical direction to a junior developer and participated in hiring interviews.

CYBERQUEST SYSTEMS

2002–2008

Lead Developer | Contract engagement

- Expanded responsibility from one Lowe's loss prevention procedural audit application to 12 procedural audit and self-assessment systems. Served as technical point of contact, **account manager and pre-sales technical advisor**, working directly with district and regional managers on requirements, delivery and support.

ADDITIONAL EXPERIENCE

Independent Consultant | 1996–2002

Delivered software across industries. Represented Sales Technologies alongside business development in requirements discussions with prospective partner **IBM Japan**, using Japanese language skills during multiple visits.

Arthur Andersen | Application Developer | 1995–1996

Built internal software used by Andersen consultants; **selected early in my tenure to conduct in-person requirements discovery** with office users in **Spain, Italy and France**.

United States Air Force | Computer Programmer | 1991–1995

Delivered office automation for command headquarters, **entrusted early in my career with direct customer engagement**, from requirements through delivery.

EDUCATION

Associate degree in Computer Science | Community College of the Air Force