JOHN HEDLEY II

Technical Delivery & Modernization Leader

Applied AI | Professional Problem Solver

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Technology delivery and modernization leader who turns ambiguous business intent into delivered software and practical AI implementations. Brings deep experience in SaaS product delivery, architecture and modernization, combined with current Microsoft AI credentials and hands-on applied AI work. 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.

CREDENTIALS

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

Microsoft Certified: AI Transformation Leader | Sep 2026

Project Management Professional (PMP) | earned Aug 2020

Japanese Language Proficiency Test (JLPT), N4 | Jan 2020

PROFESSIONAL EXPERIENCE

SOLVE FIRST CONSULTING **Jun 2013 - Present**

Independent Technology Consultant

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.
- SFC Outreach Engine: **Built an n8n workflow combining OpenAI-assisted research and drafting** with Google Places, Gmail and deterministic eligibility controls. Preserved operational state and human review before any outreach was sent.

QwickRate / Infusion / OptimaFI | Client engagement | Feb 2016 - Jul 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.

SOLVE FIRST CONSULTING CONTINUED

- 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.

EARLIER EXPERIENCE

MEDMASTERS.COM **May 2012 - May 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 **Apr 2008 - Apr 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 **Sep 2002 - Sep 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 | Sep 1996 - Sep 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 | May 1995 - Sep 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 | Jan 1991 - Apr 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