

# MAX LACEY

Pre-Sales Engineer | Agentic AI | Enterprise Architecture

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## PROFESSIONAL SUMMARY

Pre-Sales-oriented engineer focused on Agentic AI for complex enterprise environments. I assemble working AI agent prototypes on compressed timelines, partner with architects to fit them into existing identity, security and integration landscapes, and translate ambiguous business problems into defensible solution designs. Hands-on across agentic workflows, RAG, function calling, hybrid identity and Zero Trust access — delivered in production on Azure, AWS, Cloudflare and Microsoft ecosystems, including hybrid and on-prem environments. Comfortable in low-bureaucracy, fast-moving teams where the work moves from whiteboard to working demo in days.

## CORE COMPETENCIES

**Agentic AI & Prototyping:** Google ADK, Gemini, Function Calling, Tool Use, RAG, CopilotKit, Vector Search

**Languages & APIs:** Python, JavaScript/TypeScript, REST APIs, JSON-RPC, SSE, WebSockets

**Enterprise Architecture:** AI agent integration, identity-aware design, future-state architecture, technical due diligence

**Data & Search:** Vector Search, D1, Microsoft Fabric, SQL, ETL Pipelines

**Pre-Sales & Consultative Engagement:** Rapid PoCs, technical discovery, architecture reviews, executive demos

**Cloud & Hybrid Platforms:** Azure, AWS, Cloudflare, hybrid and on-prem integrations

**Security & Identity:** Zero Trust, Entra ID, IAM/SSO, Microsoft Defender, Cloudflare Access/WAF

**Automation & Delivery:** Azure Functions, Terraform, PowerShell, GitHub CI/CD

## SELECTED AI & SOLUTION ENGINEERING PROJECTS

### IT Portal / Agentic Onboarding

Production Agentic AI System

Google ADK | Azure Functions | Microsoft Graph | Jira | Azure Automation Hybrid Workers

- Designed and shipped an agentic AI system for IT operations — combining Google ADK agents, Microsoft Graph, Jira and hybrid AD automation — to triage tickets, orchestrate onboarding/offboarding, and execute identity-aware actions across enterprise systems with human-in-the-loop approval. Demonstrates how agents fit into hybrid identity and existing enterprise tooling rather than replacing it.

### Recruitment Scout

Client-Requested Rapid Prototype

Cloudflare Workers AI | D1 | Vectorize | ElevenLabs voice screening

- Delivered a working AI recruitment prototype in **1 day, demoed to the client the next:** Cloudflare-native ingestion of NZ job data, LLM enrichment, vector search with structured reranking, and ElevenLabs voice-based candidate screening. Built end-to-end to validate feasibility and shape the customer's view of what was possible.

## King Living Customer GPT

Internal AI System

Gemini File Search | Streamlit | Grounded RAG | Marketing insights

- Built and deployed a grounded RAG assistant used by King Living's marketing team for persona simulation, research analysis, creative brief generation, and cited answers over segmentation research.

## Ready Kiwi / EarthquakeAlert

Personal Product

Flutter | Cloudflare Workers | AWS runtime | AI detection &amp; summarisation

- Built a New Zealand hazard information product (Flutter client, Cloudflare Workers backend, AWS runtime) with AI-driven earthquake detection and notification summaries running on a realtime detector pipeline — applied AI in a live, latency-sensitive domain end-to-end.

## PROFESSIONAL EXPERIENCE

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### Cloud Engineer

March 2025 - Present

King Living | Sydney, Australia

- **Designed and shipped agentic AI systems** in production — Google ADK agents integrated with Microsoft Graph, Jira and Azure Automation — that triage IT tickets and orchestrate onboarding/offboarding actions across hybrid identity, with human-in-the-loop approval gates.
- Shaped and delivered internal platforms spanning analytics, onboarding, monitoring, and secure access across Azure Functions, Cloudflare, Microsoft Fabric, AWS, and hybrid identity services.
- **Developed live foot traffic visualisation (Globe Dashboard)** and supporting data pipeline, creating the company's first real-time store analytics platform and presenting the outcome to CEO/Owner.
- Architected serverless reporting pipelines processing **2.37M+ rows** of global store analytics with 30-minute refresh for executive dashboards and decision-making.
- Developed a high-efficiency serverless data pipeline using Azure Function Apps and Microsoft Fabric, consolidating traffic analytics and eliminating a **\$30,000 annual OpEx fee** previously paid to Data Engineering & Automation.
- Built IT Onboarding Portal automating hybrid AD operations via Azure Automation Hybrid Workers and integrating Mimecast, Dell, NinjaRMM, and Intune.
- Built and iterated on an integration monitoring site for Salesforce, MuleSoft, and Zapier, combining Azure Static Web Apps, Azure Functions, Azure AD auth, historical reporting, and TV mode for operational visibility.
- Architected Zero Trust connectivity using Cloudflare Tunnels and WAF, and established AWS IAM Identity Center-based governance for consistent security across environments.
- Led enterprise security consolidation to Microsoft Defender, achieving **\$432,000 annual OpEx reduction** while improving detection and response outcomes.

### Release Manager - Environments & Delivery

August 2023 - May 2024

Department of Internal Affairs | Auckland, New Zealand

- Orchestrated release and environment management for a major public-sector infrastructure programme supporting over 1 million end users.
- Built Jira dashboards that improved stakeholder visibility into release state, delivery risk, and timeline dependencies.
- Worked across Workday, Salesforce, GIS, WaterCare, SRE, and product teams to align technical delivery decisions with operational constraints.
- Applied ITIL change practices to reduce release risk and improve coordination across complex enterprise environments.

## IT Infrastructure Engineer

May 2022 - August 2023

Wine-Searcher | Auckland, New Zealand

- Designed and implemented hybrid AWS/Azure solutions that integrated with existing systems and improved operational scalability.
- Led company-wide Microsoft Intune rollout and drove automation improvements that delivered a **40% vulnerability reduction**.

## Network Operator

November 2021 - May 2022

Auckland Transport | Auckland, New Zealand

- Monitored and supported critical operational systems, resolving incidents quickly to maintain reliability across Auckland's transport network.

## Senior Logistics Specialist / Team Leader

June 2014 - November 2021

Fullers360 | Auckland, New Zealand

- Progressed from Customer Service Team Leader to Senior Logistics Specialist over 7+ years, leading operational planning, incident response, and cross-department coordination.

## CERTIFICATIONS

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**HashiCorp Certified: Terraform Associate (003)** - September 2024

**Microsoft Certified: Azure Fundamentals (AZ-900)** - September 2024

## EDUCATION

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**Master of Entrepreneurship** - University of Otago, Dunedin

2015 - 2016

**Bachelor of Arts** - Auckland University of Technology

2012 - 2014