Joseph Flaeter

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U.S. Air Force Veteran

AI & Microsoft 365 Solutions Engineer

PROFESSIONAL SUMMARY

Engineer with 7+ years at TJX taking enterprise solutions from discovery through production and user adoption. Designs and ships Microsoft 365 Copilot agents grounded in Jira and Confluence knowledge, with one agent now shared org-wide. Builds automation and reporting with Power Automate, Power BI, PowerShell and Python, on a foundation of Windows Server, Entra ID SSO integration, security hardening and change-managed production delivery. Daily generative AI user for 3+ years; outside work, builds multi-agent orchestration systems and AI-powered software. Partners directly with business stakeholders and mentors engineers; U.S. Air Force crew leader before IT.

TECHNICAL SKILLS

Microsoft 365 & Copilot: Microsoft 365 Copilot, Agent Builder, Copilot Studio, custom skills, knowledge connectors (Jira, Confluence), agent instruction design, agent testing and pilot rollout

Power Platform & Data: Power Automate, Power BI (dashboards, reporting standards), Splunk, SQL (working)

AI Engineering: multi-agent orchestration, Claude Code (hooks, automated SDLC workflows), MCP servers, GitHub Copilot, VS Code agents, Gemini API, cross-model review

Scripting & Testing: PowerShell, Python, JavaScript (working), Playwright, unit testing, test plans

Identity & Security: Entra ID SSO integrations, RBAC, NIST 800-171 reporting, vulnerability remediation, system hardening, SailPoint, CyberArk, Armis

Infrastructure: Windows Server 2016/2019/2022, TCP/IP, DNS/DHCP, Palo Alto firewalls, Tufin, BlueCat, OT integrations

Delivery: ServiceNow, Jira, Confluence, LeanIX, Visio, change management, SAFe Agile, Six Sigma Yellow Belt

PROFESSIONAL EXPERIENCE

TJX Companies, Inc. - Senior Engineer, Corporate Solution Delivery
Marlborough, MA | April 2023 – Present

- Designed, built and validated Microsoft 365 Copilot agents (Agent Builder) for team knowledge and Jira backlog refinement, from requirements discovery through pilot and adoption: custom skills, read-only Jira/Confluence knowledge connectors, and Python document and test-workbook renderers with unit tests. One agent in private team pilot, one shared org-wide.
- Built a Copilot Studio document-automation agent that drafts technical documents from templates by researching each application in Jira and Confluence; iterated on grounding and scoping so every document stays accurate to a single application.
- Develops agents with AI coding assistants under independent cross-model review to catch hallucinations and logic errors before release.
- Built PowerShell, Power Automate, Splunk and Power BI solutions that cut manual effort on targeted operational tasks by 50–60% and enabled proactive monitoring.
- Automated a recurring shooter-detection integration task for facility expansions, cutting it from 80+ hours of manual work to about 30 minutes per expansion (2–3 a year) and improving accuracy.
- Owned NIST compliance reporting for a 70+ application portfolio; designed Power BI dashboards and reporting standards that improved audit readiness and risk visibility.
- Engineer within a portfolio of 70+ enterprise applications across real estate, workplace services, security and building management, supporting 11 corporate facilities and 2,000+ corporate users.
- Manage the full lifecycle of 50+ Windows Server 2016/2019/2022 systems; lead on-site deployments end to end: work with construction crews on equipment installs, rack vendor servers, install and configure software, troubleshoot OT and network devices, implement firewall rules with network and security teams, test, and transition to production under formal change management.
- Hardened legacy systems by enabling encryption, integrating Entra ID SSO, enforcing ACLs, removing permissive firewall rules and remediating vulnerabilities.
- Author test plans and test cases (about 8 years), runbooks, technical design documents, Confluence knowledge articles, Visio diagrams and end-user training; recent UI test automation with Playwright and PowerShell.

- Mentored 5 engineers in deployments, scripting and engineering practices; received the Paradox Award from senior leadership for innovation, on-time delivery and collaboration on high-visibility projects.

TJX Companies, Inc. - IT Engineer II, Corporate Solution Delivery
Marlborough, MA | July 2020 – April 2023

- Enhanced the global emergency alerting system reaching 350,000+ associates: integrated Entra ID SSO, built geofenced user groups and integrated the shooter-detection system, improving secure access and crisis-communication reliability.
- Subject matter expert for enterprise timekeeping applications serving 5,000+ users; led major upgrades, vulnerability remediation and third-party integrations, and wrote knowledge articles that reduced resolution times.
- Drove SaaS integrations with secure RBAC provisioning; managed 30+ servers and databases and executed migrations with zero downtime.
- Mentored 2 interns on integrations, troubleshooting and scripting.

TJX Companies, Inc. - Solution Developer and Intern, Corporate Solution Delivery
Marlborough, MA | May 2019 – July 2020

- Deployed global emergency alerting software that enabled 50+ HR users to notify 350,000+ associates during crises; deployed an enterprise update for a real estate analytics tool; configured emergency-alert groups and zones; improved SaaS onboarding intake workflows.

United States Air Force - HVAC Technician (3E1X1)
Various locations worldwide | 2007 – 2013

- Maintained mission-critical systems at international bases; led 3–4 technician crews on deployments under tight deadlines; class leader for about 120 trainees during technical training; awarded 2 Air Force Achievement Medals.

AI ENGINEERING PROJECTS (INDEPENDENT, FH STUDIOS)

- **Interactive learning agent (Microsoft 365 Copilot Agent Builder):** generates a complete, self-contained interactive study guide in about 60 seconds. Example output: a CompTIA Security+ (SY0-801) guide covering all five exam domains with performance-based drills, a mixed practice exam, acronym flashcards and three built-in study games (tower defense, RPG quest, threat battle). Demonstrates Copilot as a training and adoption tool.
- **Autonomous agent orchestration platform:** server-side system that runs multi-step agentic workflows autonomously under human monitoring and governance controls; built with Claude Code, custom hooks and an automated SDLC pipeline.
- **BWA (Business Workflow Automation):** vertical SaaS for small contractors, designed and built solo.
- **AI practice app:** touch-screen web app with a rewards system and Gemini integration that generates English and math practice questions.

EDUCATION & CERTIFICATIONS

- B.S. Computer Science - Framingham State University, 2020
- Network Technician Certificate - Quinsigamond Community College, 2018
- CompTIA Security+ - in progress