

Victor Agnew

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WORK EXPERIENCE

ArborXR, Sept 2022 – Present

Staff Platform Engineer

- Led adoption of agentic AI in platform engineering, shipping the company's first production MCP server and multiple zero-credential LLM agents.
 - Built agents to handle multiple use cases using the Claude Agent SDK. Agents register to an agent registry, sit behind an LLM Gateway and contain zero credentials.
 - Developed and deployed a production MCP server in Laravel MCP. Replaced a 1:1 OpenAPI mapping of 160+ endpoints with 23 hand-curated tools, to improve agent reasoning.
 - Designed a self-serve cloud environment that lets non-technical staff deploy internal projects.
- Built the company's internal developer platform: self-serve ephemeral review environments that provision the full product stack in a vCluster from any feature branch, via Pulumi and FluxCD.
 - Automated the environment lifecycle end to end: deploy notifications to Slack and Linear, automatic teardown on merge request close, and a shared-cluster vCluster design that keeps a full-stack environment at ~\$4/day, roughly 40× cheaper than a dedicated-cluster environment.
 - Extended the platform into an internal knowledge-sharing product: SSO-gated artifact hosting with versioning, inline comments, and review workflows, exposed through an MCP server and agent skill so teams publish AI-generated reports and dashboards straight from their AI tools.
- Elevated security posture and compliance by implementing Hashicorp Vault and Vault Secrets Operator to use dynamic credentials for all services
 - Rotating credentials with zero downtime every 24 hours instead of every 6 months
 - Developed a request based system using Boundary for developers to have just-in-time, temporary access to secure services in private VPC's, aligning with the principle of least privilege and allowing us to audit any production access.
- Moved from push based IaC deployments through Gitlab CI/CD to GitOps FluxCD deployments
 - Reduced complexity of pipelines, improved maintainability and reduced pipeline failure rate to less than 1%
 - Accelerated deployment and development cycles by reducing pipeline completion wait time from >20 minutes to <5 minutes
 - Massively increased deployment frequency from weekly to several hundreds per week, enabling rapid iteration and faster feature delivery

Intact Insurance, Jan 2019 – Sept 2022

Devops Developer

- Deployed, scaled, administered and maintained an on-prem bare-metal Kubernetes cluster for data scientists working on machine learning
- Researched, tested, implemented and deployed multiple CI/CD tools to evaluate the best fit for our use-cases (Jenkins/Drone/GitLab)
- Created CI/CD template files and integrated multiple tools such as Kaniko, Sonatype Nexus and Twistlock into the build/release process
- Deployed, configured and monitored Graylog, Nagios, Prometheus and Grafana.
- Created IaC repository to track the current state of the platform using GitOps principles
- Identified and developed custom KPI's to better understand how our platform was being used and how it was performing

Summit Tech, May 2015 – Jan 2019

Backend Developer

- Developed and integrated a system for deploying bots as independent containers.
- Developed modular, lightweight chatbots using the Botman framework, with Dialogflow integration for NLP.
- Took on responsibilities as a project manager, overseeing two other developers, coordinating with upper management and translating user requirements into concrete implementations.

EDUCATION

École De Technologie Supérieure (ÉTS) - Montreal - December, 2018

Bachelor of Engineering: Software Engineering

SKILLS & INTERESTS

- Technologies: GCP, AWS, Terraform, OpenTofu, Pulumi, Vault, Boundary, Gitlab, Github, FluxCD, ArgoCD, Helm, Istio, OpenTelemetry, Grafana, Prometheus, Mimir, Tempo, Loki, MCP, Agent SDK, LangChain, LangGraph, Memory systems, Guardrails, LLMOps, AgentOps
- Skills: Pragmatic, Resourceful, Fast learner, Self-starter, Dedicated, Hard-working, Team player, Open minded, Collaborative
- Interests: Bouldering, Pickleball, Cycling, Hiking, Kayaking, Formula One, Reading, Board games, Video games