Roger Dhillon

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EXECUTIVE PROFILE

AI-first technology executive driving enterprise-wide transformation from strategy through production implementation. Designed and deployed production AI and agentic systems in regulated environments, including an autonomous agentic operations platform, AI-assisted engineering tooling, and lifecycle/onboarding automation. Independently built AI readiness, governance, and compliance-evidence scoring platforms (see Selected AI Projects). Led globally distributed teams across financial services, healthcare, and media, with M&A experience spanning technology strategy, modernization, security, compliance, due diligence, and post-merger integration, including Amazon's $8.45B acquisition of MGM Studios and Optum's acquisition of Episource.

EXPERIENCE

VP Technology, Neilson Financial Services *Aug 2025 - Aug 2026*

- Led a 60-person organization comprising 14 teams across platform engineering and technology support, with responsibility for cloud automation, cloud operations, cybersecurity, database engineering, developer services, test automation, and corporate systems spanning the United States, United Kingdom, Australia, New Zealand, Vietnam, and Canada.
- Defined and executed the technology strategy, operating model, and multi-year roadmap across the organization, aligning platform investment, operational priorities, security, and engineering capabilities with business and regulatory objectives.
- Stabilized the NFS production environment by strengthening operational ownership, observability, incident response, and engineering discipline, reducing P0 incidents from three per day to one or two per month.
- **AI orchestration:** Architected the operating model for production AI, integrating Datadog, Kubernetes, production databases, security signals, and active investigations to generate context-rich alerts and route them to the appropriate on-call engineers.
- **AI governance and assurance:** Established AI-specific governance within the broader GRC framework, including human oversight, access controls, production monitoring, auditability, release controls, and executive accountability for AI systems in a regulated environment.
- **AI adoption in engineering:** Guided the test automation team in building an in-house test data management solution using Claude, Playwright, and Terraform, embedding AI-assisted tooling into day-to-day engineering workflows.
- **Regulated platform modernization:** Secured executive funding and led modernization of an FCA-regulated application estate. Delivered a zero-downtime, multi-region migration from SQL Server 2016 to SQL Server 2022, containerized workloads on Azure Kubernetes Service, codified infrastructure with Terraform and policy-as-code, upgraded core applications, and retired end-of-life technologies.
- **Security and GRC:** Owned enterprise security posture, technology risk, and compliance across FCA and GDPR requirements. Chaired the Security Steering Committee, implemented release gating across 274 repositories, detected and remediated exposed secrets across the codebase, and embedded security controls into engineering workflows.

Sr. Director, Production Engineering, Episource (acquired by Optum) *Sep 2021 - Aug 2025*

- Built and scaled a globally distributed organization of 80+ engineers across cloud engineering, application and cloud security, site reliability, and test automation. Owned the enterprise cloud and application security strategy for 100+ mission-critical healthcare services, and strengthened the security and compliance posture that supported Episource's acquisition by Optum (UnitedHealth Group) and integration into a Fortune 5 enterprise.
- Embedded SAST, DAST, and SCA into CI/CD pipelines, reducing high-risk vulnerabilities by 95%, and operationalized HIPAA, HITRUST CSF, and SOC 2 controls within engineering workflows to maintain continuous audit readiness.
- Implemented Zero Trust across AWS through least-privilege access, continuous verification, and application-layer WAFs.
- Increased infrastructure-as-code coverage from 20% to 100% using Terraform and policy-as-code, and established a cloud-native observability platform that reduced MTTR by 50%.

Director, Software Engineering, MGM Studios (acquired by Amazon) *Sep 2019 - Sep 2021*

- Led the cloud engineering team that built and scaled MGM's enterprise AWS platform in the period leading up to Amazon's announced $8.45B acquisition. Architected infrastructure using Terraform, Serverless Framework, Helm, and Ansible; delivered zero-touch deployment pipelines that made releases faster and more reliable; and refactored legacy workloads to AWS-native services including Lambda, Fargate, ECS, EKS, and RDS.

Previous roles:

- Development Director, Freddie Mac (2017 - 2019): co-developed the enterprise cloud migration strategy and migrated 100+ applications from on-premises data centers to AWS, leading 60+ engineers with a $15M+ technology budget.
- Manager, DevOps, Fannie Mae (2016 - 2017)
- Senior Manager, DevOps, Walt Disney Studios (2011 - 2016)

- Director, Software Engineering, Pictage (2010 - 2011)
- Senior Manager, SCM, Fox Interactive Media (2008 - 2010)
- Manager, Technology, LA Times Interactive (2007 - 2008)
- Senior Software Engineer, Yahoo! (2002 - 2007)

TECHNICAL SKILLS

Enterprise AI & Agentic Systems: Claude Code and API, Cursor, Model Context Protocol (MCP), agentic and multi-agent patterns, autonomous AI agents, AIOps, AI and runtime governance, prompt engineering at scale, agent evaluation and regression testing

Cloud & Infrastructure: Azure (PaaS, AKS), AWS (Lambda, Fargate, ECS, EKS, RDS), Kubernetes, Terraform, Helm, policy-as-code, multi-region architecture

Cybersecurity & Compliance: Zero Trust, exposure management, SAST, DAST, SCA, secrets management, vulnerability management, security posture dashboards (remediation SLAs, MTTR), compliance automation (SOC 2, HIPAA, HITRUST, GDPR, FCA regulatory requirements)

Full-Stack & Observability: Next.js, TypeScript, Node.js, React, Python, SQL; Datadog (APM, DBM, RUM, Security Monitoring), Grafana, incident response (P0-P4)

Leadership & M&A: modernization strategy and execution, M&A readiness, technical due diligence and post-merger integration, organizational design and scaling (80+ engineers), multi-region delivery, budget ownership ($15M+), executive governance

PUBLICATIONS

- Co-author, Implementing Enterprise AI: Building a Company-Wide Skill Library and Running AI Agents at Scale (Amazon, 2026)
- Editor, From AI Scaffolding to Structure: The C-Suite Operating Model for AI Strategy, Value, Governance, and Risk (Amazon, 2026)

SELECTED AI PROJECTS

- **shipreadymetrics.com:** AI readiness, governance, and technology risk scoring that turns engineering, cloud, and security signals into evidence-based GRC scores, helping boards and executives make data-driven investments in the stability, security, and reliability of their products.
- **persoona.ai:** Agentic AI that orchestrates multi-step agents, turning a resume into a founder brand, startup ideas, filed patents, a live website with SEO, and investor outreach.
- **pictage.ai:** AI operating system that automates photographers' post-shoot workflow: culling, gallery delivery, marketing, and client follow-up.
- **gurdwaras.com:** Global directory and community platform connecting Sikhs to 3,200+ gurdwaras across 65 countries.

EDUCATION

- MBA, Information Systems, Irvine, CA
- B.S., Computer Information Systems, Pomona, CA