

Dylan Walls — Forward Deployment Engineer

DYLAN WALLS

AI Systems Builder | Forward Deployment Engineer | Operations Leader

South Jordan, Utah

[LinkedIn](#) | [Portfolio](#) | [GitHub](#)

Active Secret Security Clearance

PROFESSIONAL SUMMARY

AI systems builder and operations leader who translates complex business needs into practical automation, dependable workflows, and usable technical solutions. Hands-on experience with agentic AI systems, integrations, knowledge management, customer-facing AI experiences, and operational delivery, alongside leadership in high-accountability environments. Known for moving from discovery to prototype to documented process while keeping quality, governance, adoption, and measurable outcomes in view.

CORE EXPERTISE

AI systems and automation: OpenAI, Claude, agent orchestration, LLM workflows, prompt engineering, evaluation design, human-in-the-loop controls, RAG concepts, local LLM operations

Engineering and delivery: Python, APIs, GitHub, browser automation, AI-assisted development, workflow routing, tool-enabled agents, rapid prototyping, technical documentation

Implementation and operations: Requirements discovery, stakeholder management, process design, change management, onboarding, training, Salesforce workforce models, reporting, root-cause analysis

FOUNDER AND AI SYSTEMS BUILDER

Outlaw Intelligence | Independent Systems Portfolio

Current

- Designed and operated multi-agent workflows with clear role boundaries, task routing, tool controls, review checkpoints, approval gates, and visible failure paths so work can be trusted, observed, and improved.
- Built AI-enabled research and lead-intelligence workflows that gather, enrich, analyze, score, and prioritize business opportunities using web research and structured inputs.
- Created Obsidian knowledge-management environments that organize documentation, project state, retrieval workflows, and durable context for people and agent systems.
- Delivered remote command and monitoring workflows for agent systems, giving operators a practical way to initiate work, review status, and intervene when needed.
- Developed customer-facing AI web experiences with chatbot, lead-capture, and engagement workflows while balancing experimentation with usability, maintainability, and adoption.
- Turned repeated operational work into structured workflows with clear inputs, outputs, decision points, and review paths, focusing on useful automation rather than automation for its own sake.

PROFESSIONAL EXPERIENCE

Operations Coordinator and Workforce Systems Lead | Transportation Security Administration

2024 – Present

- Coordinate workforce operations, onboarding, staffing strategy, and systems supporting more than 430 personnel in a high-accountability environment.
- Build and maintain Salesforce workforce models, operational reporting, forecasts, and performance insights that strengthen leadership visibility and decision-making.
- Translate policy, operational constraints, and stakeholder needs into clear workflows, documentation, training, and process improvements that teams can adopt.

Supervisory Transportation Security Officer | Transportation Security Administration

2022 – 2024

- Directed workforce deployment and operational readiness for 363 officers across a 16-lane checkpoint processing more than 30,000 passengers each day.
- Led real-time issue resolution, cross-functional coordination, root-cause investigation, corrective action, and procedure adoption in a mission-critical setting.
- Partnered with airport leadership, airlines, and law enforcement while coaching teams and maintaining strong service and operational standards.
- Delivered operational guidance and training that helped frontline teams understand procedures, respond consistently, and sustain readiness through changing conditions.

SELECTED AI SYSTEMS PORTFOLIO

Hermes Local Model Evaluation Environment

Configured and exercised local model workflows through LM Studio and Hermes, using repeatable benchmark cases and smoke tests to compare expected and actual behavior, reproduce failures, and document quality gaps.

Multi-Agent Orchestration System

Designed specialized roles for orchestration, development, research, and audit work with task routing, model selection, contextual memory, tool access, fallback procedures, review checkpoints, and human escalation.

AI Website and Conversational Workflows

Built and tested website prototypes with LLM-powered chatbots, lead capture, and customer-interaction workflows while evaluating usability, prompt behavior, tool integration, and escalation needs.

Knowledge and Retrieval Environment

Designed an Obsidian knowledge architecture for structured documentation, contextual retrieval, project tracking, memory, and source organization to support grounded and useful responses.

TECHNOLOGY AND PLATFORM FLUENCY

Artificial intelligence: OpenAI, Claude, LLM workflows, prompt engineering, agent orchestration, evaluation concepts, local models, AI-enabled chat experiences

Software and integration: Python, APIs, GitHub, browser automation, web prototypes, automation pipelines, agent tools, remote operations workflows

Business systems: Salesforce workforce planning models, reporting, forecasting, documentation systems, Obsidian, stakeholder communication, training, onboarding

ADDITIONAL INFORMATION

Active Secret Security Clearance. Experienced in mission-critical operations requiring discretion, accountability, strong judgment, and calm execution. Brings a consistent focus on practical value, clear communication, and systems that improve real work for the people relying on them.

LEADERSHIP AND DELIVERY STRENGTHS

- Bridges technical and operational audiences by turning complex system behavior into clear decisions, usable documentation, and concrete next steps.
- Builds trust through evidence, transparent status, thoughtful escalation, and follow-through on the details that make a new workflow dependable.
- Adapts quickly to unfamiliar tools and environments by learning the operating model, identifying the highest-value use case, and applying knowledge through hands-on execution.
- Motivated by work that reduces friction for teams, improves decision quality, and creates measurable capacity for the people closest to the business.