NICHOLAS VIDAL

AI Enablement & Technical Program Management | AI Solutions, Integrations & Automation

Portales, NM (open to remote) | 618-799-3850 | vidal@nicholasvidal.tech | linkedin.com/in/nicholasvidal

SUMMARY

Technical program manager and hands-on AI builder with a background in IT operations, cybersecurity, and training. Connects systems, automates manual work, and takes solutions from requirements through deployment and support. Pairs technical implementation with cross-team delivery and practical guidance that helps people use what gets built.

SKILLS

- **AI and automation:** AI workflow design, Model Context Protocol (MCP) services, REST API integrations, Python automation, prompt and context engineering, AI-assisted development (Claude, Cursor)
- **Platform and identity:** FastAPI and FastMCP, PostgreSQL, Kubernetes (RKE2), HashiCorp Vault, Keycloak with Microsoft Entra ID single sign-on, monitoring
- **Program delivery:** Requirements and scoping, cross-team coordination, risk and dependency tracking, status reporting, process improvement
- **Enablement:** Training program design, workshop facilitation, procedures and documentation, end-user support
- **Security and compliance:** SOC 2 Type II, NIST AI RMF, NIST SP 800-53, vulnerability management

EXPERIENCE

Principal AI Engineer | HRMLESS | Remote **Apr 2026 – Sep 2026**

HR technology company. Owned AI and platform work from requirements and architecture through implementation, testing, deployment, and production troubleshooting, using Claude and Cursor to accelerate development.

- Designed and implemented AI workflows and Model Context Protocol (MCP) services with FastAPI and FastMCP, giving AI agents controlled access to internal systems through role-based authorization, scoped tokens, and audit logging.
- Set up authentication and secrets management: Keycloak federated with Microsoft Entra ID for single sign-on, and HashiCorp Vault for credentials.
- Built and maintained the infrastructure the services ran on, including RKE2 Kubernetes, PostgreSQL databases, and monitoring.
- Integrated the Probo compliance platform with the customer-facing Trust Center, so published security information came from the system of record instead of manual updates.
- Automated audit evidence collection with Python scripts that pulled data from source systems through their APIs, replacing manual collection before each review.
- Led SOC 2 Type II readiness and the audit across 33 controls to a clean report, and designed the AI governance program that received a Satisfactory rating in an independent NIST AI RMF 1.0 assessment (July 2026).

U.S. Air Force **2006 – 2026**

20-year career in IT operations and cybersecurity, progressing from systems administration to team supervisor, program manager, and senior staff advisor.

Senior Manager, Cyber Operations (Wing A6) | Cannon AFB, NM **Nov 2023 – Jun 2026**

Served on the senior staff of a 172-person cyber and IT organization, coordinating technical initiatives across teams and partner organizations.

- Selected as vice chair of the cyber career field's quality assurance and standardization/evaluation working group; contributed to the career field's training plan (CFETP) framework.
- Helped establish the new staff office's structure and wrote its operating instruction for coordinating work across directorates.
- Coordinated an operations center modernization stalled for three years: led 10 people through a 120-hour install, replaced 4 projectors with 26 displays, and cut emergency setup time from 30 minutes to 5.
- Filled an interim communications director role for 24 weeks, coordinating nine organizations to get secure communications kits to 425 deploying personnel.
- Delivered 64 devices for a new task force headquarters 30 days ahead of schedule.

Cyber Communications Senior Enlisted Advisor (Senior IT Advisor) | Cannon AFB, NM **Dec 2021 – Sep 2023**

- Fixed a two-year-old audio problem on the operations center's video system by bringing together 15 specialists from three agencies and two bases.
- Led a 14-person team that completed an operations center IT setup in 5 days against a typical 2-week timeline.
- Managed a VoIP integration and trained two administrators to run it; developed the unit's standard computer build process.

IT Operations Manager, Client Systems | Ramstein AB, Germany **Dec 2018 – Nov 2021**

Led a team of 10 to 12 supporting the systems cyber operators used to run and defend a network serving 46,000 users across 9 bases.

- Built an IT request tracking database that showed what came in, who owned it, and where it stood, cutting wait time by 832 hours a year.
- Built an asset tracking database with a map view that located 246 devices.
- Helped pilot and test the VPN solution that raised remote-work capacity 2,500% in under 30 days at the start of COVID-19, supporting 439,000 concurrent sessions.
- Ran a hardware lifecycle project from plan to rollout: trained 9 people, deployed 179 systems, and eliminated 53,000 vulnerabilities.
- Set up a hands-on training room, writing 5 procedures and configuring 15 laptops. As the organization's Master Resiliency Trainer, led 16 group workshops for 214 people.

Program Manager, Squadron Programs | Ramstein AB, Germany **May 2017 – Nov 2018**

- Rebuilt the performance evaluation process with quality checklists and routing timelines, cutting late evaluations from 23 to 0 in three months, then kept 112 on time and caught 237 errors before submission.
- Built a digital document routing system that cut processing time 80%, and a supervisor-change tracker that saved 703 hours a year.
- Built a SharePoint tool that gave leadership one place for daily tasks, keeping 480 documents accurate.

Earlier Roles | Osan AB, Scott AFB, McConnell AFB **2006 – 2017**

Executive IT Support Manager; Systems Manager, Command and Control Platforms; IT Operations Supervisor; Knowledge Operations and SharePoint Administrator

- Rebuilt a section training program around a master task list for two specialties, clarifying 164 tasks and cutting 12 hours from training time.
- Built a vulnerability tracking tool that gave leadership visibility for the first time, then cut the vulnerability index from 3.7 to 1.1 across 500+ systems.
- Ran the patch testing group that validated 15 updates before release with zero user downtime.
- Brought 4 mobile device systems onto the enterprise network and wrote the operating procedure for them.
- Trained 191 site and process owners through a SharePoint migration, and cut new-user account setup from 10 days to 2.

PROJECTS

The ZeroHour Times | github.com/Zerohourcyber/zerohour-times

- Built an open-source job-search tool in Python that pulls openings from public Greenhouse, Lever, and Ashby job boards, filters them, and imports them into the JobSync tracker through its MCP interface.
- Each new posting gets an AI assessment against the user's verified background, with code that caps the score when a core requirement isn't supported by evidence. Top matches get web-researched company reports, and results publish as a daily static page. Runs in Docker with a hard daily spending cap.

Veteran Transition Roadmap | veterans.zerohourcyber.com

- Free web assessment that collects a veteran's military role, years of service, leadership level, technical exposure, and interests, then generates a 90-day roadmap for moving into AI and cybersecurity work. No account required.

EDUCATION AND CERTIFICATIONS

- B.S., Computer Networks and Cybersecurity, University of Maryland Global Campus, 2023
- M.S., Digital Forensics and Cyber Investigation, University of Maryland Global Campus (in progress)
- A.A.S., Information Systems Technology, Community College of the Air Force
- CompTIA Security+ | CompTIA A+ | Master Resiliency Trainer | TS/SCI clearance held during Air Force service