

FOUNDING FORWARD DEPLOYED ENGINEER • CAREX 6273 • MADISON HYBRID 3 DAYS • DIRECT HIRE

Jeremy Panasuk

Customer in the room. Something that runs Tuesday. A path the next FDE can follow.

Sand Creek, WI · 715-970-0204 · jpanasuk@gmail.com · ready for Madison 3 days onsite as posted
github.com/jpanasuk-netizen · huggingface.co/jpanasuk · linkedin.com/in/jeremy-p-34203322



19/20

CRISIS RECOVERED

8h→1h

DAWN · USED

7-14

XF TEAM LED

~27×

LOCAL DECODE

Founding

WRITE THE PLAYBOOK

WI

MADISON HYBRID

DEPLOYED WITH Dawn · West Bend · Navy Federal · Mercedes · Volkswagen · Toyota · Micron · PepsiCo · Ace · Kohl's · BNY · JPMorgan · Farmers · NWM · WR · Cargill · Harvard · Smith & Nephew

01

Hear the floor

02

Wrangle what exists

03

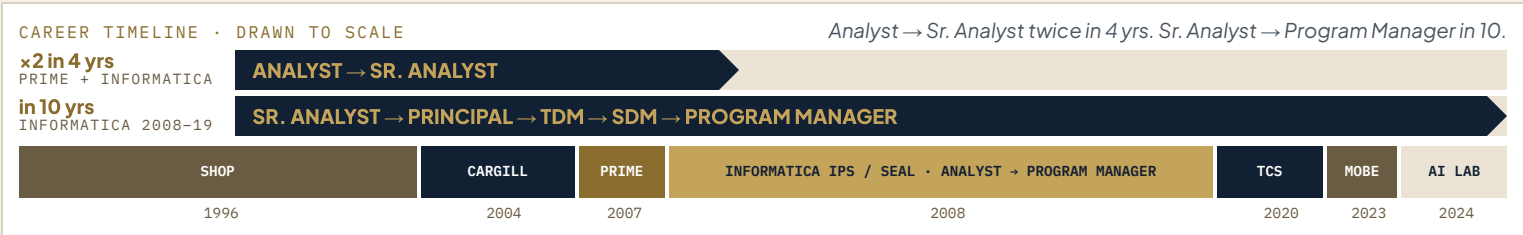
Ship + leave a path

04

Measure after

05

They run Tuesday



Carex is hiring the first Forward Deployed Engineer for a Madison fintech: partner with customers, design/build/configure/deploy AI workflows and agents, define the metric before, measure after, found the playbooks. Formal SWE not required. That is Informatica IPS/SEAL plus 24 months of measured agents. Epic Agent Factory preferred — I have not shipped inside Chronicles; I will take it on the floor. [Job map →](#)

01 — YOUR POSTING • MY RECEIPTS

CUSTOMER + AMBIGUITY

Embedded until the unofficial definition is named. 19/20 recovered. Dawn featured because the load moved. No predefined playbook is the job I already wrote.

BUILD / CONFIGURE / DEPLOY

Workflows, integrations, SOAP/REST, CDC, agents, bounded MCP. Configure first. Build when configure is a lie. Hypercare default.

METRIC BEFORE / AFTER

Dawn 8h→1h. Mercedes +200%. West Bend -50%. PepsiCo zero data loss. Lab 1.39→37.47 tok/s. Number first.

02 — HOW I EMBED • FOUNDING FDE MOTION

01 HEAR THE FLOOR

Stand with operators. Load, journal, SKU, night workaround. Not the slide.

02 WRANGLE WHAT EXISTS

AS/400, SOAP, messy CSV, agent skills. Make it operable. Do not wait for a clean ontology.

03 SHIP + LEAVE A PATH

Environment Summary. Six-class test. Named skill-up. If they cannot run it Tuesday, I did not finish.

03 — INDEPENDENT LAB • AUG 2024 — PRESENT • PYTHON • AGENTS

4070 Tabby Tavern Stack

Compose + CUDA: TabbyAPI EXL3, Ollama, Open WebUI, SillyTavern, SearXNG. Forced CUDA offload, VRAM pre-warm, failover. [huggingface.co/jpanasuk/tabby-tavern-stack](#)

27× Local Grid Suite

Discover, bench decode/prefill, GPU routing, SQLite, CLI + PDF. 1.39 → 37.47 tok/s. Warm stream ~76 tok/s. Measure before claiming.

MCP Dockroot-MCP

Agents see Docker/network. Not host-root. Hand the agent the boundary — how you put an agent next to a bank or a clinic without becoming the incident.

4 Agent runtime · local Ollama

Systems → Architect → Synthesis → Validator. Isolated Python venvs. Pydantic JSON handoff, not free text. Self-healing validator writes/executes/debugs until the contract passes. OpenClaw WhatsApp, 10+ skills.

Also retained through 2025 for Informatica production rescue: Grid/HA, PowerExchange CDC, IDQ, v9/v10, SOAP/REST, install-to-go-live. SOW story is the gold box on page 7. Ivy Funds · Fed Reserve Philly · Farmers Linux SOAP/REST · Giesecke REST/SOAP, VMs, GitHub, Docker.

THE FIRE DEPARTMENT — FOUNDING FDE STILL DOES SUPPORT

Parachuted into 20 troubled accounts. Recovered 19. Milwaukee insurer: three-month outage closed in two days — one buried IBM DB2 driver. Monitor, troubleshoot, improve reliability. That is the job after the demo. [IPS artifacts →](#)

FLOOR EXAMPLE • DAWN FOODS

8h → 1h · featured because it got used

BEFORE

AFTER

8h

1h

PowerExchange for AS/400 via remote journals. Mentored env management, Type 2 warehouse, security, upgrades. Customer: OS-level knowledge let them automate sourcing outside ERP (~90% of source data). Velocity. IPS: rock star. Full story is the right column of page 4.

FLOOR EXAMPLE • MERCEDES-BENZ

+200% · playbook TCS kept

BEFORE

AFTER

base

+200%

Parachute. Taught the on-the-ground TCS team Grid/HA. Longest-running workflows +200%. Software rec for DW growth → \$500k deal. Performance-tuning docs stayed with TCS. Founding FDE: leave the path, not a hero week.

Carex 6273: founding FDE. Customer satisfaction is worthless. Customer loyalty is priceless. That is the clip. That is the job. [Hear the line →](#)

JEREMY PANASUK · 715-970-0204 · JPANASUK@GMAIL.COM · FOUNDING FDE · CAREX 6273
04 — SR. SOFTWARE DEVELOPER, TALEND · MOBE · MINNEAPOLIS

Live production — mappings, pipelines, on-call, 99.99% Jul 2023 — Aug 2024
Talend 8 simple through complex on a live platform. GitLab CI/CD. Redshift + SQL Server. On-call incident command and root-cause writeups the next morning.
Messy production, not a sandbox — the FDE motion.

05 — INFORMATICA SPECIALIST · TATA CONSULTANCY SERVICES

PepsiCo · Ameriprise · Ace — follow-the-sun, virtual XF Mar 2020 — Dec 2021
PepsiCo Grid/HA + DIH NA/LATAM. Led v9→v10 zero data loss. Teradata → Big Data (~40% analytics lift). Tuning written into go-live timelines. Ace PowerCenter → Big Data with business + QA. Ameriprise EDG: IDQ, EDC, Axon. 200+ CDEs. 24×7. Data quality as a control.

06 — CONSULTING MANAGER / SEAL · INFORMATICA · JUN 2008 — OCT 2019

Analyst → Program Manager in ten. SEAL. Teams of 7–14. \$4M+ services in two years. v7–v10 upgrade specialist. Consultant of the Year runner-up (2016). Parachute closer: 20 in, 19 recovered. Discovery, decompose, scope, implement, adopt, hypercare. Ladder: Sr. Analyst → Principal → TDM → SDM → Program Manager.

SEAL V7–V10 19/20 WORLD-FIRST GRID/HA+DR NAMED SKILL-UP ENV SUMMARY UPGRADE ROADMAP SIX-CLASS TEST

Cargill CFO Award · 2005	Quarterly Excellence · 2006	Consultant of the Year runner-up · 2016
Six / year. Horizon Milling time-dimension visibility.	Demantra demand planning. New domain, shipped.	Micron 2,080→7,000h. \$3M extensions. Zero downtime.

8h→Th	Dawn Foods — PWX CDC, AS/400 journals, Type 2 DW. Featured on informatica.com.	–50%	West Bend Mutual — live SOAP/XML quote path. Windows service enablement.
+200%	Mercedes-Benz — longest workflows. TCS trained. Playbook stayed.	2 wks	Volkswagen — full Grid/HA a day early. Bonded NIC, RAC on InfiniBand, three 8–core PC. Four consultants shadowed.
2 wks	Unnamed · local PC/DQ — sales never installs locally unless quota. Smoke + use cases. Closed immediately.	20–30%	MBFS — ALFA→ODS. Cache in RAM. Cheat sheet + walked loads.
7,000h	Micron — fab EDW, PWX, Grid/HA, Fast Clone. Zero downtime.	\$800k	Toyota — Engine Management go-live. All consultants 5/5.
20+ nodes	MF Global — world-first Grid/HA + DR on RHEL GFS. Four regions.	\$2.3M+	BNY Mellon — Grid/HA with senior VPs and CEO Sohaib Abbasi.
Final 2	JPMorgan Chase — EDW / CoE roadmaps. Final two proposals. Did not close.	\$2M	Kohl's — v9 Grid/HA. AIX → commodity. Through S-VPs.
\$600k	Smith & Nephew — FDA-validated platform. Control process.	3,000h	Navy Federal — architecture through go-live training.
P1	Northwestern Mutual — Apr 2017 Env Summary. QA twin of prod. GCS in the room.	v9→v10	Waddell & Reed — Upgrade Roadmap v3. UNC is not HA. Six-class tests.
Phase 2	Farmers — Guidewire XML. 30+ repos. Skill-up named. Team praised.	2 days	Milwaukee insurer — three-month outage. One buried DB2 driver.

Also: Harvard v9 / Solaris off-load · Merrill/Time Inc. SFDC · Ivy Funds Grid/HA · Fed Reserve Philly Windows→Unix · Giesecke REST/SOAP, VMs, GitHub, Docker · Micron Fast Clone + Financial Force · lectures v7–v10.

Sr. Integration Engineer · Prime Therapeutics Jan 2007 — Jun 2008
Medicare + MTM marts. EDW test lead. Analyst → Sr. Analyst 4/5. Quality first — quote is theirs.

BA Oils Plants · Integration Associate · Cargill Dec 2004 — Jan 2007
Live mill ERP. Demantra Quarterly Excellence Oct 2006. Horizon Milling CFO Award 2005. 24/7 across 20+ warehouses. Fireworks weekends continued after start.

<i>"His knowledge not only of the Informatica suite but also at the operating system level has been truly invaluable."</i> DAWN FOODS · CLIENT	<i>"He's a rock star out at Dawn. The customer loves him and the sales team has been leaning on him hard."</i> INFORMATICA IPS · SALES
<i>"You have sent one of the best that Informatica has to offer in Jeremy."</i> MF GLOBAL · INFRASTRUCTURE	<i>"I trusted that Jeremy would deliver, with quality... exceeded the expectations at someone of his grade level."</i> PRIME THERAPEUTICS

ORIGIN · SECRET KEY / FIREWORKS FOREVER · INVENTORY MANAGER · 1996–2005
\$800K+ seasonal inventory. Turnover under 3 months. Four full-time sales. Profit up six years. Class B shooter. No schema, no second take. Loyalty is the metric.

07 — STACK · THIS POSTING

FDE · customer embed · discovery / decompose / configure-or-build · metric before/after · playbooks · hypercare · Madison hybrid 3 days
Agents · Four-agent runtime on local Ollama (Systems · Architect · Synthesis · Validator, isolated venvs, Pydantic JSON, self-heal) · OpenClaw · TabbyAPI EXL3 · MCP · RAG — not yet Epic Agent Factory; will take it on the floor
Code / data · Python · SQL · Docker · Linux/WSL2 · GitLab CI/CD · PowerCenter · Grid/HA · PWX CDC · Talend 8 · IDQ · SOAP/REST · Oracle · SQL Server · DB2
Education · BBA MIS, UW · Eau Claire 2004 · Informatica Certified Specialist: Admin, Big Data Admin, PowerCenter Developer I & II
Operating line · Customer satisfaction is worthless. Customer loyalty is priceless. [The clip / the talk →](#)

FLOOR EXAMPLE · KOHL'S

v9 Grid/HA · AIX → commodity · ~\$2M

AIX NOW

V9 CAPACITY + HA

COMMODITY · ~\$2M

Future data-platform utilization: Informatica v9 capacity + upgrade, multiple HA and Grid components. Target Grid/HA on commodity (Cisco or IBM); cutover off AIX. Current volumes + 3-year growth. Briefed through Senior VPs. ~\$2M software close. POCs when VMs were not enough (DQ / MDM on their data).

FLOOR EXAMPLE · NAVY FEDERAL

3,000-hour V1 · install through go-live tests

Resourcing plan with Informatica RMO + NFCU HR. Hands-on: PowerCenter, Metadata Manager, Data Quality, PWX CDC for DB2 on mainframe, Web Services. Technical-stack test strategy for go-live / business acceptance. Mentored NFCU on install, services config, naming standards. Same motion years after Dawn: they can run it without you in the chair.

THE CLIP · A TALK GIVEN AT INFORMATICA · WHILE STILL EMBEDDED AT DAWN FOODS · JACKSON, MICHIGAN · 2008



Customer satisfaction is worthless.

Customer loyalty is priceless.

Not a slogan on a careers page. The operating line I stood on in that room — Gitomer’s Teal Book of Trust — and the line I still run on every deploy. Founding FDE is this: the agent still running Tuesday, not a demo they clapped for once.

“Once you realize that satisfaction is the lowest level of acceptable service, you at once understand the power of loyalty.”
JEFFREY GITOMER · TEAL BOOK OF TRUST · 2008 — THE LINE ON THE WALL. TWO COMPLETE EXAMPLES ON THE NEXT PAGE.

YES — OR HELP TO GET TO YES.

Like John’s kids	Believe Trillium lunch	Trust the list of 6	Confidence quick hit	Buy they may
1999 BofA customer	2008 This talk · Dawn	8h-1h Featured · used	2017 Four floors	2026 Founding FDE
Satisfaction · worthless A demo they clap for. CSAT they forget. An agent that ran once in a conference room. Policy. “We shipped.” Two clicks they would not make.	Loyalty · priceless Tuesday. Named skill-up. Playbook TCS kept. Dawn still quoting the OS-level line. Throughput they renew. Night operator, month three.		FDE · Madison If ops cannot run the agent without you, you installed software. You did not found a function. This talk is how I still show up.	

THE LIST WE HELD OURSELVES TO · STILL THE FDE CLOSE

1 · Who pays you Not the CEO. The customer. Your kids eat because they buy. If they don’t buy, your kids don’t eat. Gitomer, Sales Bible, 1993.	2 · Yes or help to yes Policy is how you lose a lifetime in two clicks. Founding FDE: never leave the customer with “the model can’t.” Find the path.	3 · Day by day You don’t earn loyalty in a day. Dawn was not a one-week hero. 8h→1h because I came back the next morning.
4 · Be interested John’s kids. Carnegie. Greene Law 4. Trusted advisor is the buying atmosphere. Agents don’t get that. You do.	5 · Write it down Named skill-up. Playbook TCS kept. QA twin. If it only lives in your head, it is satisfaction. If they can run it, it is loyalty.	6 · Measure after Featured on informatica.com because the load moved. CSAT is a survey they forget. Throughput is a number they renew.

The clip is the product after the product. Carex’s partner is hiring a founding FDE to sit with customers and leave something they still run. Gitomer. Dawn. 19/20. Measure after. Leave the team dangerous. [Hear the talk →](#)

01 Hear the floor	02 Wrangle what exists	03 Ship + leave a path	04 Measure after	05 They run Tuesday
----------------------	---------------------------	---------------------------	---------------------	------------------------

EXAMPLE 1 • THEY WANTED POLICY • I WANTED YES

Bank of America • two clicks • gone

“Nothing happens until a sale is made.”

RED MOTLEY • 1946 • WHAT I SAID IN THE ROOM

Yesterday I had a problem with one of my accounts at Bank of America. I had been with them since 1999 — all of my adult life. To sign up they gave me an MSOET-shirt. Freshman year, that was more than enough to sign just about anything. I called and asked them to take 30-day and 60-day past-due notices off the account because of a lost or stolen card. Which of course was lost or stolen.

I get Ben on the phone. Obligatory hold. Ten minutes later he comes back: he can't click the button, but he can transfer me to Kari. I told him his iSeries profile was probably set up wrong by some goof in IT. He clicked me over fast. On hold for Kari I am already dreaming — car loan, the condo in Wrigleyville, Cubs tickets if the stock hits \$20. Kari greets me curt. Policy: report the credit accurately. She cannot help.



The customer could care less about you, your company, or your company policy — and even less about why you can't give them what they want. They want YES, or help to get to yes. If you can't help them, they will go someplace else — and take their money and their word of mouth with them.

DIAMOND RULE OF SERVICE • PATTERSON, 1908

If you wouldn't want it done to you, don't do it to someone else. BofA could have kept me for life with two clicks — home loan, car loan, hundreds of thousands in interest. Because of a “policy,” I was gone. Satisfaction is the lowest acceptable service. Loyalty is a process, not a single action. Founding FDE: if the night operator cannot run the agent, you left them with Kari's policy. Never leave the customer with “the model can't.” Find the path. This column is the whole example.

EXAMPLE 2 • DAY BY DAY • WHO PAYS YOU

Dawn Foods • Jackson • 8 hours → 1

“You don't earn loyalty in a day. You earn loyalty day-by-day.”

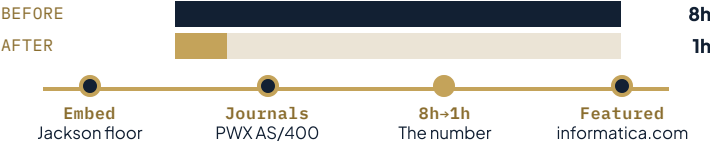
JEFFREY GITOMER • WHAT I SAID IN THE ROOM

Easy to say. Hard to do. I had been working at Dawn Foods in sparkling Jackson, Michigan. Highest unemployment in the United States at the time — something approaching 10%, and that only counts people “actively looking.” Jackson County was the worst in the state. Some economists put it at 12–14%. Customer loyalty in Jackson may mean the difference between staying in business and the unemployment line. So think about who pays you.

“The president, CEO, or owner of your company does not pay you. It's your customer that pays you. Your kids eat because customers buy. If your customers don't buy, your kids don't eat.”

GITOMER • THE SALES BIBLE • 1993

Once you know who pays you, it is obvious: satisfaction is the minimum. I was not in Jackson to be satisfactory. I was there so Dawn would still want Informatica in the building when I was gone — and so the warehouse load that used to take eight hours would take one.



Mentored env management, Type 2 warehouse, reporting staff. They still quote it: “His knowledge not only of the Informatica suite but also at the operating system level has been truly invaluable.” OS-level knowledge let them automate sourcing outside ERP — about 90% of source data. IPS: rock star. That is day-by-day.

WHY CAREX'S FOUNDING FDE SHOULD CARE

Satisfaction is a demo they clap for once. Loyalty is the agent still using what you launched on Tuesday. Dawn 8h→1h got used. That is a deploy, not an install. This column is the whole example. Next page: two more, same pattern.

SAME MOTION Left: a policy lost a lifetime. Right: a number they still quote. Next page — like → believe → trust → confidence. The picture is one process.

Like John's kids	Believe Trillium lunch	Trust the list of 6	Confidence quick hit	Buy they may
---------------------	---------------------------	------------------------	-------------------------	-----------------

EXAMPLE 3 • IF THEY LIKE YOU • SHUT UP AND LISTEN

John’s four daughters • trusted advisor

“You can make more friends in two months by becoming interested in other people than you can in two years by trying to get other people interested in you.”

DALE CARNEGIE • HOW TO WIN FRIENDS AND INFLUENCE PEOPLE • 1936

The BI lead architect at Dawn, John, has four daughters. Sam in the Navy, in Japan. Amanda in 7th grade, just started track — 100-meter hurdles. Jordan at Georgia Tech. Darby living with her mom because she doesn't like Dad's rules. John's line: "The Marines prepared me for everything except four teenage girls in the house at the same time."

I am not wasting your time. This is the hardest thing I do. For me, anyway. Shut up and listen. Ask questions. Carnegie said it. Robert Greene said it as Law 4: always say less than necessary. The more you talk, the more common you appear. Being liked leads to being a trusted advisor. That is the first part of a buying atmosphere.

PEOPLE LOVE TO BUY. THEY HATE TO SPEND.

Buying a beer? Love. Buying a car? Love. "How much do I have to spend to get that part replaced?" Hate. Your favorite bar raises the price fifty cents. Does price still matter? All things being equal, people want to do business with their friends. All things not being equal — they still do. Gitomer, Little Black Book of Networking, 2007.

I knew John's kids because I asked. That is not a trick. That is the work. A fintech floor will have unofficial definitions of a good workflow and a night operator who invented the workaround in 2011. If you do not listen, you will ship a dashboard. If you listen, they will actually use what you launched. This column is the whole example.

EXAMPLE 4 • BELIEVE • TRUST • CONFIDENCE

Trillium did not even get a proposal

When you are on the client site and they believe in you, they start believing in the platform. You represent the entire enterprise. At Dawn, because of their belief in Informatica, John told Trillium they were not interested. They would go with Informatica's data-quality solution when the funds were there. How do I know? He told me. Over lunch. Why? Because he trusts me. Why does he trust me? Because we established a friendship. He was telling our competitors he did not even want a proposal. That is not a close. That is a relationship that closed the next product by itself.

The list we held ourselves to. At Dawn a lot of things were going wrong — process and people. I did not skirt it. Gene and I delivered documentation above what was expected. On site before they arrived and after they left. Weekly email on milestones. Dawn had a sincere lack of project management — Velocity plans and WBS for BI were a major value-add.

01 Tell the truth. Once truth is violated, trust evaporates and may never return.

02 Deliver what you promise. People hope you will. Then they measure you.

03 Do what you say you will do. Reliability is the test.

04 Communicate in a timely manner. Rapid response shows you care.

05 Bring value beyond the product. What you do to help them succeed is your character.

06 Be on time. Respect for their clock. Give away what you want. If you want trust, trust them.

Confidence is built on work you already did. Quick hit: PowerCenter 8.6 up. When MDM install problems hit, they already believed we would resolve it. An index over an update mapping increased confidence tremendously. Then you build confidence in *their* ability to do it next time without you in the chair. Navy Federal was the same motion years later: scope the 3,000-hour V1, install, test, train, wrap, finish ahead.

8.6 UP	MDM SNAG	INDEX	THEY RUN IT
--------	----------	-------	-------------

If they like you, and they believe in you, and they trust you, and they have confidence in you... then they may buy from you.

GITOMER • THE SALES BIBLE • 1993 • LAST SLIDE • PEOPLE LOVE TO BUY, BUT THEY HATE TO BE SOLD

SAME MOTION Left: shut up and listen. Right: they told the competitor no. Last slide is the job — founding FDE in Madison is this process, not a demo.

Customer satisfaction is worthless. Customer loyalty is priceless. That was the title in 2008. That is still the job. Founding FDE in Madison: the night operator is the customer. If they cannot run the agent Tuesday, I did not finish. [Job mapped →](#)

01 Hear the floor	02 Wrangle what exists	03 Ship + leave a path	04 Measure after	05 They run Tuesday
----------------------	---------------------------	---------------------------	---------------------	------------------------

The playbook they asked the founding FDE to write

01–02	Two–page resume · timeline · lab · receipts	p. 1–2
03	THE CLIP · Customer satisfaction is worthless. Customer loyalty is priceless.	p. 3
04	THE TALK · two examples · Bank of America · Dawn Foods	p. 4
05	THE TALK · two examples · John · Trillium · last slide	p. 5
06	Job mapped · what you'll do / what you'll bring	p. 6
07	POC · SOW SUPERSTAR · Volkswagen · local PC/DQ · two weeks to close	p. 7
08	IPS documentation standards · Env Summary, Roadmap, Phase, v10 deck	p. 8
09	Performance methodology · MBFS cheat sheet · isolation tests	p. 9
10	Upgrade types · six–class tests · DVO · coaching	p. 10
11	Four floors · NWM · MBFS · WR · Farmers · source list	p. 11
12	Four–agent runtime · Epic honesty · founding the function · close	p. 12

WHAT YOU’LL DO · MAPPED

Partner with customers · uncover challenges IPS embed. Dawn, Navy Federal, Mercedes, West Bend. Unofficial definitions. Night workaround from 2011. Same facts, two rooms — BNY with VPs and CEO Abbasi.	Design, configure, build, deploy, support Workflows, agent skills, schemas, integrations, lightweight apps. Configure first. Hypercare. Monitor, troubleshoot, improve reliability. 19/20 recovered.
Define success before · measure after Posted as a requirement. Already the cover of an Environment Summary. Dawn 8h→1h. Mercedes +200%. Lab 1.39→37.47 tok/s. If the number did not move, we shipped theater.	Translate recurring needs into reusable kits Playbooks, skill–up, QA twin of production. TCS kept Mercedes. Farmers named the skill–up. Hire two starts on page 4, not Slack.
Feedback to product / engineering JPM CoE roadmaps. If three customers hit the same wall, it is the next feature. Field notes weekly.	Internal tools · operational efficiency I already build the tools I wish I had on night one. Local Grid Suite is that instinct on a GPU. Same for a customer ops queue.

WHAT YOU’LL BRING · MAPPED

Communication / relationship Clients asked for me by name. “Rock star.” Loyalty talk on Dawn’s floor. Clear, honest, proactive.	Ambiguous → practical No predefined playbook is the posting. I wrote the operating path on the floor for twenty years.	AI agents daily Four–agent runtime on local Ollama: Systems → Architect → Synthesis → Validator. Isolated venvs. Pydantic JSON. Self–heal until the contract passes. Not a slide about agents.
Configure / automate / build / simplify Judgment you asked for. Most “AI projects” need a better process, not another model. I say so in the room.	Solutions / implementation / consulting Consulting Manager. Formal SWE not required — you said delivery matters more. That is this résumé.	Madison 3 days Sand Creek, WI. Hybrid as posted. The constraint lives with the customer. I go there.

EPIC AGENT FACTORY — PREFERRED, NOT CLAIMED No–code builder inside Epic EHR (HIMSS 2026 preview; wider 2027). Art / Emmie / Penny personas. I have not deployed an agent inside Chronicles. I have deployed agents with boundaries, customer workflows, and go–lives in regulated rooms (Navy Federal, Smith & Nephew FDA, Prime Medicare). I will take Agent Factory like Grid/HA: embed, measure, write the standard.

MAPPED EXAMPLE · DAWN Define success before · measure after Warehouse load 8h→1h. Featured because the number moved. Unofficial definitions. Night workaround. Mentored the team that kept running it. That is “partner with customers, design/configure/build/deploy/support” on this posting.	MAPPED EXAMPLE · NAVY FEDERAL Leave a kit the next person can run 3,000–hour VI. Install, services, naming standards, go–live tests written down. Mentored NFCU so they could operate it. Recurring pain became the kit. That is “translate needs into reusable playbooks” on this posting.
MAPPED EXAMPLE · MERCEDES–BENZ Playbook stayed · TCS ran it Parachute. Taught TCS Grid/HA on the floor. Longest workflows +200%. \$500k DW growth rec. Tuning docs left behind. Recurring pain became the kit — not another hero week.	MAPPED EXAMPLE · MF GLOBAL World–first Grid/HA · they asked for me by name 20+ nodes India / UK / New York / Chicago. RHEL GFS + PowerCenter Grid/HA. Built DR, ran the US DR test. “One of the best that Informatica has to offer.” Relationship is the channel.

POC · SOW SUPERSTAR · TWO WEEKS · SMOKE + USE CASES · CLOSE IMMEDIATELY · SALES MAKES QUOTA BECAUSE THE POC EXISTED

POC · SOW superstar.

POCs → revenue. Two weeks. Deal after.

THE SOW IS THE PRODUCT AFTER THE POC

With Informatica regional managers I wrote the client **statements of work**: full contract wording, resource levels (analyst through principal), estimates and assumptions. Range was mom-and-pop duration through **Micron 2,080 → 7,000 hours** and **Navy Federal 3,000 hours** with Informatica RMO plus their HR. Harvard v9 resource plan through hypercare, not just go-live. Deliver inside the estimates. The two-week POCs on this page are how that SOW gets signed.

Sales does not install PowerCenter and Data Quality on the customer’s metal. Unless the quarter is on the line. I ran the POC anyway. Full smoke. Use-case analysis. Flying colors. The deal closed immediately after. Same window at Volkswagen: complete Grid/HA, live demo a day early.



POC 1 · VOLKSWAGEN GROUP OF AMERICA · TWO WEEKS

Complete Grid/HA · live demo a day early

They wanted the complete stack, not a subset: bonded network / dual NICs, Oracle RAC on InfiniBand, three 8-core PowerCenter servers. Two-week implementation window. Walked the live demo and finished a day early.

BONDED NIC · RAC · INFINIBAND

3× 8-CORE PC

DAY 13 DEMO

Parallel Data Quality on the other side of VW was burning down at the same time — that was the pressure in the building, not my DQ failure. Four customer consultants shadowed the entire install and demo, taking notes. They can run the next one. That is the close.

POC → REVENUE

Two weeks. Day early. Four people who can repeat it. The deal does not wait for a lab VM. Founding FDE: if they will only buy what they just watched run on their floor, you install on their floor.

POC 2 · UNNAMED · PC + DQ ON THEIR SYSTEMS

Sales never does this. Unless quota.

The customer wanted PowerCenter and Data Quality installed locally on their systems. Informatica sales does not do that. The official path is the VM lab. They would not buy from a VM. So I installed it on their metal anyway — because a sales rep needed to clear the quarter, and a two-week POC was the only thing that would.

SALES PATH

WHAT CLOSED

VM lab
Their metal

Full smoke testing. Use-case analysis against their data. It passed with flying colors. Two weeks. The deal closed immediately after. That POC pushed someone over their target sales goals for the quarter. Client unnamed on this copy — the motion is the point.

POC → REVENUE

Policy said no. Quota said yes. I found the path. Same operating line as Kari at BofA, inverted: the customer wanted yes, so I helped them to yes. Founding FDE never leaves them with “we don’t install that locally.”

SAME MOTION Left: VW watched Grid/HA run on their RAC a day early. Right: unnamed watched PC/DQ run on their metal. Two weeks. Smoke. Use cases. Close. Carex 6273 is this — a POC the night operator can still run Tuesday.

01 Hear the floor	02 Wrangle what exists	03 Ship + leave a path	04 Measure after	05 They run Tuesday
----------------------	---------------------------	---------------------------	---------------------	------------------------

The parachute was never a hero hour. It was a written operating path: what is running, what is on fire, what to change, how to prove go-live, who on the customer team can run it after you leave. Same loop the RTX lab uses now. Author: Jeremy Panasuk, Informatica Professional Services.

Artifact - Environment Summary PowerCenter Environment Recommendations. Owner and date on the cover. How mixed internal / consultant / offshore developers actually use the platform. Numbered review of what was measured and changed — not a wish list. - Utilization first: CPU, RAM, disk wait, database wait. Low utilization is a finding. 100% CPU is a finding. - Config actually applied: ulimit, heap, concurrent jobs, sorter/lookup cache, stale session-log cleanup. - Incidents closed with GCS: P1 start-delay, bulk-load sorter RAM, dispatch that would not start. - Grid/HA and TCO: Gold/Platinum SLA, QA twin of production, repository off the shared DB host.	Artifact - Upgrade Roadmap v3 Informatica Upgrade Roadmap. Current-state performance review, then the product recommendation: PowerCenter with Grid and HA. Internal domain/gateway/node design. External clustering and the shared filesystem that makes or breaks Session on Grid. - Graphs over a month, not a hallway anecdote. Round-robin vs adaptive. RAM idle while cache spills to disk. - Filesystem matrix: UNC, DFS, CIFS/NAS, NFS v3, GFS2, Veritas CFS, GPFS. POSIX + I/O fencing or you do not have HA. - Database HA: Oracle RAC / Data Guard, SQL Server mirroring. Source/target availability separate from the domain. - Admin of the grid: logging, restarting services, installing components. The customer can operate it.
Artifact - Phase / architecture review Phase 2 is not “more of Phase 1.” Name the product features the next workload requires, the topology that will hang, the filesystem that will plateau partitioning, the skill-up the team still needs. - Advanced XML / real-time web-service consumers need Model Repository + Data Integration Service, cores, Developer-tool skill. 30+ repositories and 30+ integration services is TCP/IP overhead. Upgrades become a migration factory. - Outstanding deliverables are demos the customer can see: Proactive Monitoring, Advanced XML on their schema. - Write down that the team is good. Openness is the coaching surface.	Deck - PowerCenter 10.0.0 Upgrade Overview Jeremy Panasuk / IPS. 28 slides. Why v10, PAM, three upgrade types, six classes of test, Data Validation Option to make same-data honest. This is the coaching deck. The roadmap is the customer-specific evidence. Together they stop “just run the installer.” - In-place — short cycle, no extra schemas, outage for restore. Cannot rename domain or nodes. - Parallel — snapshot the repo, install fresh, change names, no domain-install outage. Migrate users/groups. - Clone — snapshot the domain, fastest like-for-like go-live, still an outage for restore. - DVO: 50% source-to-target, 80% regression, 90% upgrade testing. Audit trail. No extra server.

Founding FDE translation: Environment Summary = customer process + unofficial definitions + metric. Roadmap = configure vs automate vs build vs simplify. Phase review = next increment, skill-up named. v10 deck = how the room chooses a path and tests it. Same three artifacts before anyone touches Agent Factory, a workflow, or a prototype. [Performance loop→](#)

WHAT EVERY IPS DOCUMENT HAD ON THE COVER — THE FDE KIT

Owner + date Jeremy Panasuk, IPS. Not an anonymous slide. Someone the customer can call.	How they actually work Mixed internal / consultant / offshore. Utilization first. Config that is applied, not hoped.	Incidents + GCS PIs closed with product support in the write-up. The next person sees what already burned.
Recommendation they can run Grid/HA path, QA twin, filesystem, skill-up named. Executable without me in the building.	What is still open Outstanding demos, risks, topology that will hang. Phase 2 is not more of Phase 1.	Hostnames stay off public copy xyz teaching templates exist. Named copies are the work. Capacity tables stay inside.

Standard: Owner on the cover. Evidence, not folklore. What was already changed. What is still open. Recommendation the customer can execute without you in the building.

09 - REAL-WORLD PERFORMANCE • LEFT INSIDE THE MBFS ENVIRONMENT SUMMARY • SAME LOOP AS GPU ROUTING

A baseline that is allowed to be slow. A goal. One change between runs. Notes that make the next person dangerous. Thread statistics before folklore. Do not partition until a single partition is understood. The filesystem is often the real Grid/HA product.

01 Hear the floor	02 Wrangle what exists	03 Ship + leave a path	04 Measure after	05 They run Tuesday
1 Establish baseline	2 Set a goal	3 Find bottleneck	4 Eliminate it	5 Repeat

Performance dos

- Cache as much as possible in memory. Spilling lookup / aggregator / sorter / joiner index to disk is the silent 20-30% tax.
- Spread I/O across as many devices as possible. The shared filesystem is a product decision, not a mount.
- Round-robin a single input file until you prove that file is the bottleneck.
- Key-range partition to align the target with database partitioning. Pass-through to add CPU. Then stop.
- Thread statistics first. Transformation ~100% busy → repartition point. Reader/writer ~100% busy → maybe the thread, maybe the system.

Performance don'ts

- Do not add multiple partitions until you have tested and tuned a single partition. Written three times on purpose.
- Do not add partitions or repartition points if the session is already source- or target-constrained.
- Do not add partitions if CPUs are already maxed (%idle under ~5%).
- Do not optimize a sub-two-minute session. Why are you here?
- Do not change three knobs between runs. You will not know what helped.

ISOLATION TESTS WHEN THREAD STATISTICS LIE

Target

Write to a flat file instead of the database. Filter FALSE immediately before the target. Compare to a stand-alone bulk loader. Faster = target-constrained.

Source

Filter FALSE after the Source Qualifier. Read from a flat file instead of the database. FTP the remote file outside PowerCenter. Same speed = source-constrained.

Simple before complex

Analyze table / runstats before optimizer hints. Source-only mapping to take transformation and target out of the experiment.

OS evidence

vmstat and sar. Low %idle = CPU. Non-zero si/so or page-outs = memory. Sustained %wio = disk. Notes: session time, rows/sec, config delta, CPU and disk.

MBFS • MERCEDES-BENZ FINANCIAL • JUN 2017 • THE CHEAT SHEET THAT STAYED

CPU BEFORE		100%
AFTER CACHE		-20-30%

ALFA→ODS at 100% CPU. Cache RAM raised so large transformations stop spilling to disk — 20-30% runtime drop. PWX CDC POC vs bulk load. GFS2 flock gap. Knowledge transfer walked ALFA→ODS, ODS→flat file, ODS→warehouse — not a PDF dump after the fact. Same loop as Local Grid Suite: baseline allowed to be slow, one change, notes the next FDE can run. [Upgrade path →](#)

Founding FDE translation: Agent latency, workflow duration, prior-auth cycle time, tok/s — same five steps. Measure before you add another agent. Do not change three prompts between runs.

10 – PICK THE TYPE. THEN TEST LIKE GO-LIVE DEPENDS ON IT. • PC 10 DECK + COACHING

01 Hear the floor	02 Wrangle what exists	03 Ship + leave a path	04 Measure after	05 They run Tuesday
----------------------	---------------------------	---------------------------	---------------------	------------------------

The v10 overview is the coaching deck. The roadmap is the customer-specific evidence. Together they stop an account from “just running the installer.” Founding FDE: stop a fintech from “just turning on the agent.”

IN-PLACE • SHORT	PARALLEL • NEW NAMES	CLONE • LIKE-FOR-LIKE
WHEN	TYPE	WHY
Very short cycle, many installs already certified in a sandbox	In-place	No extra schemas. Users/groups stay. Outage for domain restore. Cannot change domain or node names.
Longer cycle, tight outage, want new names	Parallel	Fresh server + repo snapshot. No domain-install outage. Migrate users/groups. Small settings-drift risk.
Pre-prod go-live, minimize settings drift	Clone	Identical domain snapshot. Fast like-for-like. Still an outage. Cannot rename. Extra HTTPS caveats.

SIX CLASSES OF TEST

Operability Smoke: installer, domain start, repo wizard, services, connectivity, a workflow runs, client login.	Same data Full, partial, or automated regression. Longest bar. DVO so you test all rows, not a sample. 50% S→T, 80% regression, 90% upgrade.	Security External: injection, SSL, DB grants, open ports. Internal: admin passwords, folder / connection / tool rights.
Performance Client, integration service, server, network. Equal or better than legacy — with numbers.	3rd-party Schedulers, SVN, deploy frameworks, encryption, file transfer, customer monitors. The item people skip.	HA / DR HA = single-instance failover, uptime. DR = data-center loss, recovery time and stagnation.

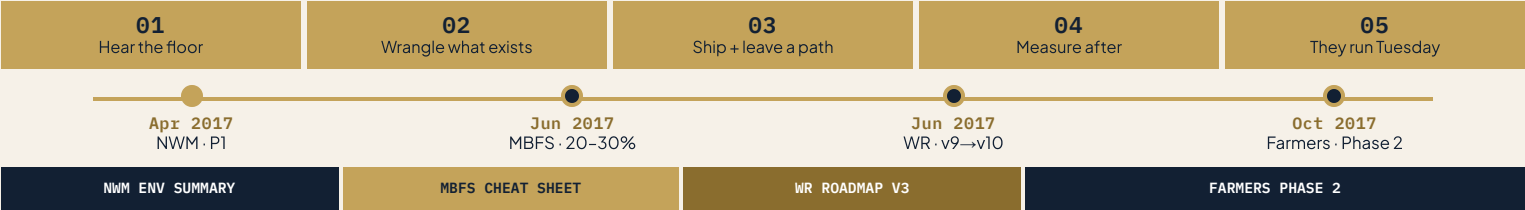
CUSTOMER COACHING • LEAVE THE TEAM DANGEROUS

“Customer satisfaction is worthless; customer loyalty is priceless.” — operating line • Gitomer / Carnegie / Greene. Talk given at Informatica while still on Dawn’s floor.

How coaching showed up in the documents • Named skill-up. Farmers: Developer tool and Advanced XML for Guidewire. Navy Federal: install, services, naming standards, go-live tests. • Walked loads. MBFS knowledge transfer on ALFA→ODS, ODS→flat file, ODS→warehouse — not a PDF dump. • One room. When production would not dispatch: entire technology stack plus Informatica GCS in the same room.	The runbook stays • Praise in the deliverable. Farmers: the team was knowledgeable, open, and could explain why the current architecture existed. That sentence is coaching. • Playbook adopted. Mercedes tuning docs kept by TCS. Dawn Type-2 / security / upgrade path locked. • QA twin of production so the next incident does not take prod down. Hypercare is default, not a phase you skip.
--	--

Founding FDE translation: In-place / parallel / clone = ship in their stack vs stand up a twin vs copy prod. Six-class test = operability of the agent, same outcomes, security/BAA, latency, 3rd-party systems, failover. Skill-up named in the close. [Four floors →](#)

11 — FOUR FLOORS. SAME PLAYBOOK. ANONYMIZED XYZ COPIES WERE TEACHING TEMPLATES. NAMED COPIES ARE THE WORK.



P1 · Northwestern Mutual · Apr 2017 QA/prod domains brought to best practice (ulimit 64k, DB2 repo settings, concurrent jobs 500, heap, stale NFS logs). P1 workflow–start delay: GCS escalation, DB2 semaphore on the Informatica client. Grid/HA TCO path and a QA twin of production. Artifact: PowerCenter Environment Summary.	20–30% · Mercedes–Benz Financial · Jun 2017 ALFA→ODS at 100% CPU. Cache RAM raised so large transformations stop spilling to disk — 20–30% runtime drop. PWX CDC POC vs bulk load. GFS2 flock gap. Performance cheat sheet and load walkthroughs left with the team. Artifact: Environment Summary + cheat sheet.
v9→v10 · Waddell & Reed · Jun 2017 2–node 9.1.0 grid measured for a month: 80–90% CPU, RAM under–used, disk wait 30–90 ms, SQL wait past 200 ms. UNC is not an HA filesystem. Upgrade types + six–class test plan. Adaptive dispatch, homogeneous nodes, Linux CFS. Artifact: Upgrade Roadmap v3.	Phase 2 · Farmers Insurance · Oct 2017 Guidewire advanced XML and real–time consumers. 30+ repos / integration services as domain risk. NFS vs Veritas/GPFS. Skill–up named (Developer tool + Advanced XML). Outstanding demos: Operational Insight and Advanced XML on their schema. Team praised in the write–up. Artifact: Phase 2 Architecture Review.

MORE RECEIPTS · SAME MOTION

8h→1h +200% \$2.3M+ 20+ nodes v9 2 wks 2 days	Dawn Foods — PWX CDC, AS/400 remote journals, Type 2 DW. Featured because it got used. Mercedes-Benz — longest workflows. TCS kept the path. BNY — Grid/HA. Senior VPs + CEO in the room. MF Global — world-first Grid/HA + DR. Four regions. Harvard — Version 9. Solaris off-load. Hypercare plan. Volkswagen — full Grid/HA. Bonded NIC, RAC / InfiniBand, 3x 8-core. Day early. Four shadowed. Milwaukee — three-month outage. One DB2 driver.	-50% 7,000h Final 2 3,000h \$2M \$600k	West Bend — live SOAP/XML quote path. Agent turnaround. Micron — 2,080→7,000. \$3M extensions. Zero downtime. JPMorgan — EDW / CoE roadmaps. Final two proposals. Did not close. Navy Federal — architecture through go-live tests. Kohl's — v9 Grid/HA. AIX→commodity. Smith & Nephew — FDA-validated. Control process.
<i>"His knowledge not only of the Informatica suite but also at the operating system level has been truly invaluable."</i> DAWN FOODS · CLIENT		<i>"He's a rock star out at Dawn. The customer loves him and the sales team has been leaning on him hard."</i> INFORMATICA IPS · SALES	

Source artifacts (author: **Jeremy Panasuk, IPS**): Northwestern Mutual / xyz PowerCenter Environment Summary (Apr 2017); MBFS / xyz PowerCenter Environment Summary with performance cheat sheet (Jun 2017); Waddell & Reed / xyz Informatica Upgrade Roadmap v3 (Jun 2017); Farmers Insurance Phase 2 Architecture Review (Oct 2017); PowerCenter 10.0.0 Upgrade Overview (28 slides). Internal hostnames, credentials, and raw capacity tables are not published. [Founding→](#)

12 — FOUR-AGENT RUNTIME ON LOCAL OLLAMA • EPIC HONESTY • FOUNDING THE FUNCTION • CLOSE

01 Hear the floor	02 Wrangle what exists	03 Ship + leave a path	04 Measure after	05 They run Tuesday
-----------------------------	----------------------------------	----------------------------------	----------------------------	-------------------------------

THE STACK I ALREADY RUN. THE STACK I WILL LEARN ON THE FLOOR.

4070 Private inference TabbyAPI EXL3, Ollama, Open WebUI, Compose + CUDA. Forced offload, VRAM pre-warm, failover. huggingface.co/jpanasuk/tabby-tavern-stack	27x Local Grid Suite COLD 1.39 ROUTED 37.47 Discover, bench, GPU routing, SQLite, CLI + PDF. Same loop as MBFS: measure before claiming.
MCP Dockroot Agents see Docker/network. Not host-root. Boundary, not the box — how you put an agent next to a bank or a clinic.	OpenClaw 10+ skills Production WhatsApp agents. Multi-provider routing with failover. Sits on the same Ollama runtime as the four-agent pipeline.

EPIC AGENT FACTORY • ART • EMMIE • PENNY — PREFERRED, NOT CLAIMED No-code builder inside Epic EHR, previewed HIMSS 2026, wider 2027. Chronicles remains source of truth; Cogito Cloud; Nebula routes models. I have not shipped an agent inside Chronicles. I have shipped agents with boundaries, customer workflows with unofficial definitions, and go-lives in regulated rooms. The founding FDE learns the customer’s platform on the customer’s floor. I will treat Agent Factory like Grid/HA: embed, measure, write the standard, leave a team that can shape the next one.

YOU ARE HIRING THE FIRST ONE. I WRITE LIKE THE SECOND ONE IS WATCHING.

Standards Every engagement opens with a metric and an Environment Summary. Every close has a skill-up name and a QA twin. No tribal knowledge.	Reusable kits Workflow templates, agent skill patterns, integration stubs, six-class tests. Recurring pain becomes the kit, not another hero week.	Internal tools Automations that make the FDE function cheaper. I already build the tools I wish I had on night one. Then I leave them.
Product loop Field notes back to engineering weekly. If three customers hit the same wall, it is the next feature.	Hiring two This PDF is the interview. The next FDE should run pages 7–9 without me in Slack. That is how a function is founded.	Madison Hybrid 3 days onsite. I live in Sand Creek, WI. I will be in the room those three days. The customer is why.

<i>“You have sent one of the best that Informatica has to offer in Jeremy.”</i> MF GLOBAL • INFRASTRUCTURE	<i>“I trusted that Jeremy would deliver, with quality... exceeded the expectations at someone of his grade level.”</i> PRIME THERAPEUTICS
--	---

FOUR-AGENT RUNTIME • LOCAL OLLAMA • RTX 4070 / WSL2

Each agent is an isolated Python process with its own venv and tool loop. A crash or a bad script in one does not take the others down. They hand off Pydantic JSON, not free text. Orchestrated on the same 4070 that benches 1.39 → 37.47 tok/s.

01 SYSTEMS Constraints Interfaces and limits. What exists. What must not break. Same as an Environment Summary cover.	02 ARCHITECT Contracts Pydantic models. Structured JSON the next agent can actually consume. No prose handshake.	03 SYNTHESIS Ollama Payload generation against local Ollama. The work happens on their metal — same motion as the PC/DQ POC.	04 VALIDATOR Self-heal Schema + graph checks. Writes, executes, and debugs Python via the local LLM until the contract passes. Same retry as Local Grid Suite.
---	--	--	--

SYSTEMS	ARCHITECT	SYNTHESIS • OLLAMA	VALIDATOR • RETRY UNTIL PASS
----------------	------------------	---------------------------	-------------------------------------

ISOLATION • THE FDE BOUNDARY One agent down ≠ the runtime down Four processes. Four venvs. Dockroot-MCP so they see Docker/network, not host-root. That is how you put an agent next to a bank or a clinic without becoming the incident. Epic Agent Factory preferred — not claimed. I will take it like Grid/HA: embed, measure, write the standard.	SAME LOOP AS THE TWO-WEEK POC Smoke the contract. Then they buy. Validator does not ship theater. It retries until the schema passes. Volkswagen watched Grid/HA run on their RAC a day early. Unnamed watched PC/DQ run on their metal. Founding FDE: the night operator can still run Tuesday, or I did not finish.
Contact Jeremy Panasuk · Sand Creek, WI · 715-970-0204 · jpanasuk@gmail.com · linkedin.com/in/jeremy-p-34203322 · github.com/jpanasuk-netizen · huggingface.co/jpanasuk	This posting Carex Consulting Group · Job 6273 · Founding Forward Deployed Engineer Madison, WI · hybrid 3 days · Direct hire · fintech startup partner carexconsulting.com/jobs/founding-forward-deployed-engineer-6273/

If you want the person who founds the FDE function — this is the path. Discovery through deployment, measurement, and ongoing support. Ambiguity is the job. Customer satisfaction is worthless. Customer loyalty is priceless. 715-970-0204 · jpanasuk@gmail.com · Carex job 6273 · [Back to resume](#)