

# TOM MELCHIONNA

## Fractional CTO & Platform / DevOps Architect

*Engineering Strategy, Cloud-Native Architecture, and AI Infrastructure for Scaling Teams*

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Dear Hiring Team,

I'm a fractional CTO and platform / DevOps architect with 15+ years spanning telecom and global professional-services leadership through to hands-on cloud-native and AI infrastructure design. I know how mega-corps build enterprise-grade, high-availability infrastructure — and I build that same bulletproof foundation for startups, lean and without the overhead.

Across my career I've led global UCaaS/CCaaS delivery for \$20M–\$30M in ARR at Vonage — reducing project overruns by 30%, accelerating time-to-value by 33%, and sustaining 95% CSAT. Today I'm Founder & Principal Architect (Fractional CTO) at Hardpoint Core Technologies, where I design and build cloud-native platform and AI infrastructure, and I also serve as a Professional Services Engineer at NICE.

### Selected Achievements:

- ◆ Defined and built cloud-native platform architecture — API-first services (OpenAPI), Docker + Kubernetes microservices, Infrastructure-as-Code, and CI/CD.
- ◆ Designed and built AIAO.ROCKS, a control-plane-first AI gateway with provider-neutral model routing and LLMops evaluation gates.
- ◆ Pioneering an early implementation of Google's Open Knowledge Format (OKF v0.1) — independent implementer, not affiliated with Google.
- ◆ Architected the relational data layer with SQL schema governance, migrations, and read-replica durability.
- ◆ Previously led global delivery for \$20M–\$30M ARR, reducing overruns 30% and accelerating time-to-value 33% at 95% CSAT.

I'm actively deepening my cloud and orchestration credentials — with AWS, Terraform, Red Hat, and Kubernetes certifications targeted for 2026 — and I'm seeking fractional CTO / technical leadership roles at startups where capability matters more than headcount. Thank you for your time and consideration; I'd welcome the chance to discuss how I can help build your next phase.

All the best,

**Tom Melchionna**

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