

BENJAMIN C JACOB

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PROFILE

Managing Consultant and Solution Architect with 20+ years of experience designing and delivering enterprise systems that drive measurable business value. Proven expertise in cloud-native development, intelligent automation, and full-stack solutions using .NET, Angular, and Node.js. Recognized for leading complex digital transformations across industries such as telecommunications, defense, and professional services. Adept at bridging business needs with technical solutions, mentoring global teams, and building resilient systems that scale.

CORE SKILLS

Architecture & Leadership: Solution Architecture · Technical Leadership · Agile Delivery · CI/CD Automation

Development: ASP.NET · .NET Core · C# · Angular · Node.js · Python · Java (Spring Boot) · VBA · PHP

Cloud & AI: IBM Cloud · Azure · IBM watsonx Orchestrate · LangGraph · LLM Prompt Engineering · Multi-Agent Systems

EXPERIENCE

IBM

Managing Consultant | Oct 2002 – Present

Lead architect and full-stack developer for enterprise modernization, AI-assisted automation, and integration initiatives across global clients.

Digital Recruiter (Mar 2024 – Present)

Senior Developer for an AI-powered recruiting optimization platform built with **LangGraph** multi-agent architecture.

- Designed and implemented intelligent agents to assist recruiters with job requisition optimization, skill analysis, and sourcing recommendations.

- Led efforts to **revamp LLM prompts, context strategies, and orchestration logic**, improving accuracy, performance, and explainability of AI responses.
- Developed modular agent coordination and evaluation framework for more adaptive task routing and tool use.
- Partnered with product and design teams to enhance user experience and workflow integration.

AI First BPO Use Cases – S2P Virtual Assistant (Nov 2023 – Jan 2025)

Technical Lead / Architect for AI-first automation of IBM's Source-to-Pay (S2P) BPO operations.

- Designed and led implementation of **Watsonx Orchestrate custom skills** to automate procurement and payables workflows, reducing manual effort and improving turnaround.
- Developed virtual assistant solutions to handle **L1 and L2 helpdesk requests**, integrating with **ServiceNow** (ticketing) and **SAP** (ERP) systems.
- Delivered multiple MVP solutions demonstrating measurable productivity gains and faster service delivery.
- Directed architecture, development, and integration efforts while ensuring compliance with **Privacy by Design** and LLM data governance standards.
- Mentored and coordinated team members to implement scalable, maintainable AI-driven workflow solutions.

IBM Lingwyztic (Mar 2021 – Oct 2023)

Architected and delivered a multilingual translation platform hosted on IBM Cloud supporting 100+ languages.

- Built Angular frontend with lazy-loaded architecture and secure OAuth 2.0 / OpenID Connect SSO integration.
- Developed .NET Core microservices for document translation and OCR (Tesseract, Leptonica).
- Implemented Smart Review feature enabling interactive comparison of OCR, source, and translated text layers.
- Automated CI/CD pipelines using Jenkins and Travis CI.

AT&T GOSS GWA (Apr 2017 – Mar 2021)

Developed automation tools supporting AT&T's telecom ordering workflows.

- Built ASP.NET Core APIs to extract structured data from Excel-based order forms, improving data accuracy and turnaround.
- Led IBM ODM Rules development for complex routing logic and integrated DevOps build pipelines in Jenkins.
- Enhanced Angular-based UI and maintained Python knowledge assistant for internal teams.

Watson SmartChat Pilot (Sep 2016 – Mar 2017)

Architected a proof-of-concept chatbot for AT&T field technicians using IBM Watson APIs.

- Designed Node.js orchestration engine integrating Watson Conversation and Alchemy with simulated ERP systems.
- Delivered multi-channel message routing for web, SMS, and SmartChat interfaces.

PWC

Consultant, Supply Chain & Procurement | May 2000 – Oct 2002

Delivered Ariba-based procurement integrations for global clients, aligning system functionality with sourcing and purchasing processes.

TECHNOLOGY SOLUTIONS COMPANY

Consultant | Jan 1999 – Apr 2000

Implemented Ariba procurement systems for large enterprises including Motorola and Texaco, integrating with SAP and legacy finance systems.

PRIOR HIGHLIGHTS

- **Ernst & Young (EY):** Built Excel-based pricing and planning automation integrated with SAP Mercury, used globally by engagement managers.
 - **U.S. Air Force / DLA:** Led modernization of VBA-based demand planning tools, improving accuracy and reducing manual data correction cycles.
 - **DoD EMALL:** Served as technical advisor during migration of federal e-commerce platform to J2EE / WebLogic infrastructure.
 - **American Airlines:** Led Ariba Buyer implementation integrating SAP budget validation and approval workflows.
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EDUCATION

Bachelor of Science, Management Information Systems

Indiana University, 1998

LANGUAGES

English

Native Speaker

