

Kenneth Higgs

Solutions Architect · Infrastructure and Automation

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Code samples from previous work repositories are available on request.

SUMMARY

Designs standard, repeatable infrastructure for managed service clients, and the automation and integrations that build and run it. At TulsaConnect, a managed services provider, built the private cloud automation engine, with an estimated 75% cut in hands-on build time. Integrated the RMM, PSA, documentation, and security stack behind Duo single sign-on, and shipped the integrations for an in-house operations platform. Lead engineer for about 20 of its clients (about 500 users) and mentors the Tier 1 and Tier 2 engineers. At Muscogee Nation Gaming Enterprises, was one of six systems administrators for about 2,000 VMware virtual servers across three data centers and carried the team's largest application load. Led a team of 6 to 10 engineers supporting more than 100 clients. Designs and runs MegaMind, a self-hosted multi-agent AI platform, and built the TulsaConnect engine with an AI agent workflow derived from it. Compliance work across PCI, HIPAA, CMMC, FINRA, and gaming regulation. Started in newspaper design, so documentation and interfaces get the same care as servers.

EXPERIENCE

Senior Engineer

Jun 2024 – Present

TulsaConnect · Tulsa, Oklahoma

- Lead engineer for a standing portfolio of about 20 client companies (about 500 end users).
- Automated private cloud builds. A guided build console builds a full client environment (domain, servers, remote desktops, firewall, certificates, Microsoft 365 link) from one form, and checks each change before it applies it. Estimated hands-on time per build fell from about 49 hours to 12, and start to finish from about two weeks to two or three days. Built the engine with an AI agent workflow derived from MegaMind.
- Automated host preparation in N-central. Five baseloads take a new Dell server from a fresh Windows install to ready-to-deploy with no engineer at the keyboard. In production on every new build and renewal.
- Integrated the MSP tool stack end to end. N-central routes tickets into HaloPSA, Liongard keeps Hudu asset records current, and Duo-protected single sign-on covers every tool.
- Built and shipped the integrations for an in-house operations platform: SentinelOne, N-central, Duo, and an entitlement engine that deploys software automatically.
- Mentors the Tier 1 and Tier 2 engineers.

Tier 3 Systems Administrator

Jun 2021 – Jun 2024

River Spirit Casino Resort (Muscogee Nation Gaming Enterprises) · Tulsa, Oklahoma

- Part of a six-person systems team that ran about 2,000 VMware virtual servers across three data centers. Supported more applications than anyone else on the team.
- Owned PCI and gaming-regulatory compliance work for the systems in scope.
- Automated onboarding: controlled access, SSO, and on-premises federation. Automated AWS IAM access management.

Lead Systems Engineer, then Back End Projects Engineer

Apr 2019 – Jun 2021

TailWinds Technologies · Birmingham, Alabama, then Tulsa, Oklahoma

- Lead Systems Engineer, Apr to Nov 2019. Led a team of 6 to 10 engineers that supported IT infrastructure for more than 100 clients.
- Back End Projects Engineer, Nov 2019 to Jun 2021. Automated email migrations and Office 365 deployments.

Business Manager, Network Engineer and Systems Administrator

Apr 2017 – Mar 2019

Wilson Computer Support · Hoover, Alabama

- Managed a team of technicians and Wilson's top client accounts. Owned network and systems administration, backup and retention, security and damage mitigation, and procurement of new equipment for those clients.

Assistant Manager

Oct 2015 – Mar 2017

Walmart · Store 3055, Tulsa, Oklahoma

- Led 200 direct reports at a pilot store for Walmart's TopStock, OneBestWay, and On-Shelf Availability programs. The store sold through about \$4.2 million of backroom inventory and lowered shrink year over year.

AI AND AUTOMATION

MegaMind

2026 – Present

Self-hosted multi-agent AI and automation platform

- Designed and runs a platform where a Claude Code orchestrator dispatches work to specialist agents (Gemini, Grok, Google Jules) through a LiteLLM router. Each task keeps persistent project state and passes a scope-check agent and a human review gate.
- Infrastructure under it, all self-hosted. A Hyper-V host with Linux Docker VMs and a self-hosted GitHub Actions runner for push-to-deploy CI/CD. Cloudflare DNS, nginx-proxy-manager in a DMZ that reaches each app through its own firewall rule, Let's Encrypt certificates, and Tailscale remote access.
- Since July 2026: 8 repositories, 99 automated deploys, and 102 tagged releases of a Godot game, all shipped through the platform's review gates.

EARLIER ROLES

Sr. Designer and Web Content Coordinator, Tulsa World (BH Media Group)

Print and web design and web content for a daily newspaper. Adobe Creative Suite and content management systems.

Sr. Campus Representative, Apple Inc.

Campus sales and support representative.

SKILLS

Architecture and leadership	Solution design and standard builds, systems integration, client technical lead (about 20 clients), mentoring Tier 1 and Tier 2 engineers, engineering team lead (6 to 10 engineers, 100+ clients), people leadership (200 direct reports), business management, project management, technical documentation, Smartsheet
MSP platforms	N-central (RMM), HaloPSA, Hudu, Liongard, SentinelOne, Duo (MFA and SSO)
AI and automation	Multi-agent orchestration (Claude Code, Gemini, Grok, Google Jules), LiteLLM model routing, agent design with review gates, semantic search (LanceDB, ONNX embeddings), PowerShell, GitHub Actions CI/CD, Docker
Systems and virtualization	Windows Server, Active Directory, ADFS, Microsoft Exchange, Office 365, SharePoint, SCCM, Microsoft SQL Server, VMware, Citrix, Hyper-V, Linux, disaster recovery
Networking and voice	TCP/IP, LAN and WAN, DNS, DHCP, VPN, firewalls, wireless, SSL, VoIP, 3CX phone systems, low-voltage wiring
Cloud	AWS IAM, Azure, Office 365, Cloudflare
Security and compliance	PCI, HIPAA, CMMC, FINRA, gaming regulation, SSO and on-premises federation (ADFS, Authentik), controlled access
Design and content	Adobe Creative Suite, Photoshop, content management systems, publishing, web content, marketing

CERTIFICATIONS

- **Open-E JovianDSS SAN Certified Expert** On-site training and expert exam.
- **3CX Advanced Certified Engineer**

EDUCATION

B.S., News-Editorial Journalism and Advertising

Oklahoma State University · Stillwater, Oklahoma