

JOE ADAMS

Enterprise AI Adoption | Technical Account Management | Solutions Architecture

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SUMMARY

Solutions Architect with 15+ years at VMware/Broadcom spanning technical pre-sales and post-sale adoption for Fortune 500 and global enterprise accounts, currently owning the customer relationship from first deployment through scaled enterprise adoption. Hands-on AI practitioner who designs and ships production LLM workflows and agentic systems using OpenAI APIs (GPT-5 family), AI coding agents (OpenAI Codex, Anthropic Claude Code), and retrieval-augmented patterns. Blends executive advisory with practical technical delivery: workflow mapping, enablement workshops, adoption roadmaps, KPI definition, and measurable value realization in complex, multi-stakeholder environments.

CORE SKILLS

- **Pre-Sales to Post-Sale:** solutions engineering, technical account management, adoption and account health, expansion, customer advisory for Fortune 500 accounts
- **LLM & Agentic AI:** OpenAI API and SDKs (GPT-5.5 and the GPT-5 model family, GPT-4o), AI coding agents (OpenAI Codex, Anthropic Claude Code), embeddings & retrieval-augmented generation (RAG), Model Context Protocol (MCP) tool integrations, prompt engineering
- **Development Knowledge:** working knowledge of Python and JavaScript/TypeScript; comfortable with REST APIs, webhooks, SDKs, PostgreSQL, CI/CD (GitHub), and containers
- **Cloud & Infrastructure:** VMware Cloud Foundation, Tanzu/Kubernetes, private/public cloud architecture, SD-WAN/edge
- **Enterprise Security & Compliance:** SSO, encryption, HIPAA- and GDPR-regulated customer environments
- **Program Management:** multi-workstream deployments, change management, rollout and activation planning
- **Enablement:** executive briefings, workshop facilitation, use-case design, champion building, adoption KPIs and value-realization reporting

PROFESSIONAL EXPERIENCE

Broadcom / VMware, Kansas City, MO (Remote)

2010 – Present

Global Solutions Architect | Enterprise Cloud & AI Adoption

- Currently own the post-sale technical relationship and adoption strategy for Fortune 500 global and enterprise accounts, guiding customers from initial deployment through scaled enterprise adoption of VMware Cloud Foundation and modern application platforms.
- Progressed through pre-sales solutions engineering roles (cloud vSpecialist, end-user computing SE, staff global account SE) where the job carried accounts from technical win through production deployment, escalations, and renewal.
- Led client onboarding and expansion programs aligning cloud and edge solutions with enterprise business goals, contributing to \$35M in net-new revenue.
- Built and led VMware's Customer Technical Advisory Board (CTAB) and Customer Technical Exchange (CTEX), formalizing customer feedback loops that directly influenced product direction in partnership with Product and Engineering.
- Deliver executive briefings, go-to-market workshops, and tailored adoption roadmaps with clear sequencing, milestones, and KPIs that shaped long-term purchasing decisions and accelerated adoption.
- Coordinate multi-workstream engagements (new product activation, change management, and rollout planning) across Sales, Product, Engineering, and customer stakeholder teams.
- Guided a major healthcare software provider's transformation into a managed service provider, co-developing go-to-market strategy and joint reference architectures on the VMware stack.

- Led customer programs for VMware Explore and Mobile World Congress, including executive briefings, speaking sessions, and dedicated customer engagements.

Invisyn Solutions LLC, Lee's Summit, MO

2023 – Present

Founder | AI Solutions & Automation Engineering

- Design, ship, and operate production AI systems for business clients using OpenAI APIs, Anthropic Claude, Make.com, and Airtable, automating marketing, CRM, and operations workflows end to end.
- Embed with business owners to map workflows and pain points, translate objectives into phased adoption roadmaps, and measure impact; example: speed-to-lead systems that cut lead response time from hours to seconds and lifted conversion rates.
- Built and operate a multi-tenant SaaS directory platform (Next.js, Supabase/PostgreSQL, Stripe billing) using AI coding agents (OpenAI Codex, Anthropic Claude Code), plus automated content pipelines and a social-group keyword-monitoring service.
- Developed custom Model Context Protocol (MCP) server integrations, including a Google Ads API server enabling AI agents to audit and manage advertising operations.
- Facilitate Gen AI for Business workshops covering generative AI adoption, use-case design, and internal champion building for local organizations.

Stowers Institute for Medical Research, Kansas City, MO

2006 – 2010

Senior Systems Administrator

- Led the VMware virtualization practice in a high-availability biomedical research environment: datacenter design, disaster recovery planning, and coordination across server, storage, network, and security teams.
- Managed Windows Server, Active Directory, Exchange, and enterprise storage; implemented endpoint management and ITSM (BMC Service Desk).

Earlier IT & Network Engineering Roles, Kansas City, MO

2002 – 2006

DST Technologies • City of Lee's Summit • CNA Insurance

- Network and systems administration including municipal WiMAX broadband deployment, Cisco VoIP rollouts, domain migrations, and datacenter consolidation.

CERTIFICATIONS

- VMware Certified Professional, VCF Solution Architect (2026)
- VMware Cloud Foundation Technical Sales Professional (2024)
- Airtable Builder Certification & Airtable Admin Certification (2024)
- VMware Certified Professional (2013)

EDUCATION

- Master of Information Systems Management, Keller Graduate School of Management (2012)
- BS, Network and Communications Management, DeVry University (2007)