

TONY N. PHAM

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AI Product & Engineering Leader — Generative AI · Cloud Security · Platform Strategy



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\$4M+

ANNUAL AI SAVINGS

40%

COST-PER-CONTACT CUT

\$12M

AWS SPEND SAVED / YR

95%

CRITICAL VULNS REDUCED

16

ENGINEERS LED · \$16M

PROFESSIONAL SUMMARY

AI product and engineering leader with 20+ years of experience at Lockheed Martin delivering enterprise AI platforms, cloud security products, and developer enablement. Built LLM, multi-agent, and RAG systems that cut cost-per-contact 40% and generated \$4M+ in annual savings; led 16-engineer teams and \$16M budgets across AWS and Azure. Known for turning AI strategy into shipped products with measured ROI — and the governance and security rigor to deploy them in regulated environments.

PROFESSIONAL EXPERIENCE

AI Product Manager — Lockheed Martin

Jan 2026 – Present

- **Reduced cost-per-contact by 40% and average handle time by 30%** while sustaining 90%+ customer satisfaction, generating **\$4M+ in annual labor savings**, by owning end-to-end delivery of an enterprise AI chat assistant and AI contact center.
- Improved answer accuracy and automation coverage across enterprise support channels by designing an **LLM-backed chat engine with multi-agent architecture and RAG pipelines** for context-aware responses.
- **Reduced manual effort 3x and accelerated code development 8x** by integrating LLM research and Model Context Protocol (MCP) into a firewall-automation tool; authored the technical guide adopted by solution architects.
- **Raised code-generation productivity 10x** and accelerated time-to-market 3x by running cross-functional GenAI hackathons and demo-ready workshops for 200+ engineers and external partners.

Cyber Security Engineer Manager — Lockheed Martin

Jan 2022 – Dec 2025

- **Delivered \$3.5M in risk-mitigation value** and reduced security evaluation cycles **from 6 weeks to minutes** by replacing manual cloud security reviews with AI security agents built on RAG, agents, and MCP.
- **Reduced critical vulnerabilities 95%** by implementing container security scanning across **100,000+ images**, securing follow-on funding for AI-driven security automation.
- Directed a **16-person agile engineering team and \$16M budget** delivering AI-enhanced cloud-security products on AWS and Azure, reporting quarterly ROI and risk-reduction dashboards to finance and compliance executives.

Full Stack Engineer Manager — Lockheed Martin

Mar 2020 – Jan 2022

- **Saved \$12M annually in AWS spend across 1,900+ accounts** by leading rightsizing and idle-resource elimination; published a developer-facing cloud cost-optimization guide.
- **Cut application deployment time from months to hours** by automating installations with Docker, GitLab CI/CD, and Infrastructure as Code (Terraform, CloudFormation); created reusable CI/CD onboarding demos.

Cloud Product Owner — Lockheed Martin

Feb 2019 – Mar 2020

- Enforced **cloud governance (inventory, utilization, cost, security)** across enterprise AWS environments by leading integration of a cloud cost and security governance SaaS platform.
- Ran Scrum delivery end-to-end — sprint planning, backlog grooming, user stories, retrospectives — keeping releases on schedule.

Cloud Solution Engineer — Lockheed Martin

Jun 2017 – Mar 2019

- Streamlined enterprise cloud onboarding by leading **AWS onboarding automation** with ServiceNow and AWS API integrations.
- Automated CloudWatch alerting, IAM roles/groups, VPC configuration, and Active Directory group provisioning with custom scripts.

- **Upskilled 3,000 employees** in full stack engineering, AWS cloud, cybersecurity, and data analytics by co-leading the team that built Lockheed Martin's Digital Academy.
- Launched an internal IT portal serving 3,000 employees by partnering with UX designers and developers on a WordPress-on-AWS build.

Earlier Roles — Lockheed Martin

- **Agile Product Owner and Mobile Lead** (2015–2016) — Defined mobile architecture and UX for a **\$3.53B Army maintenance program**; contract awarded March 2018.
- **Front-End Web Developer** (2013–2015) — Shipped responsive UX/UI and rapid prototypes for the **enterprise timecard app used by 100,000 employees**.
- **Systems and Test Engineer** (2010–2013) — Improved test efficiency by developing automated test suites (Microsoft Test Manager).
- **IT Apprentice — High School Intern** (2006–2009) — Selected for Pennsylvania's first registered IT Apprenticeship Program — three years of training in IT, software systems, and engineering; the start of a 20-year Lockheed Martin career.

CORE COMPETENCIES

GENERATIVE AI & ML

Large Language Models (LLMs) RAG Multi-Agent Systems Prompt Engineering AI Evaluation Model Context Protocol (MCP)
Responsible AI AI Governance

PRODUCT MANAGEMENT

Product Strategy Roadmapping Backlog Management User Stories Stakeholder Management ROI/TCO Modeling
Go-to-Market Agile/SAFe Scrum

CLOUD & PLATFORM

AWS Microsoft Azure Kubernetes (OpenShift) Docker CI/CD (GitLab CI) Terraform CloudFormation GPU Instances

CYBERSECURITY

Cloud Security Container Security (Aqua Security) IAM Vulnerability Management Compliance Risk Management

LEADERSHIP

Team Leadership (16 engineers) Budget Management (\$16M) Developer Enablement Technical Writing Workshops/Hackathons
Executive Communication

TOOLS

Python ServiceNow API Integration CloudWatch

EDUCATION, CERTIFICATIONS & AWARDS

Education

- M.S., Human Computer Interaction — Rochester Institute of Technology
- M.A., Leadership — Liberty University
- B.S., Management Information Systems — Liberty University

Awards

- 2023 Professional Achievement Award — Society of Asian Scientists and Engineers (SASE)

Certifications

- AWS Certified Solutions Architect – Associate
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Certified SAFe DevOps Practitioner
- Certified Scrum Product Owner (LitheSpeed)
- UX Certification — Nielsen Norman Group