

DAVID MACMILLAN

Agentic Systems Developer

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SUMMARY

Agentic Systems Developer with 8+ years of experience building automation platforms, AI-powered workflows, and enterprise IT systems. Deep expertise in MCP, N8N, Okta, and agentic AI design patterns. Passionate about making technology work better for people — through empathy, creative problem solving, and a docs-first mindset.

CORE SKILLS

AI & Automation: MCP (Model Context Protocol), N8N, Agentic AI Systems, Prompt Engineering, LiteLLM

Cloud & Infrastructure: Terraform, AWS, GCP, Cloudflare Zero Trust, Kubernetes

Platforms & Tools: Okta, Jamf, Slack, Google Workspace, GitHub, APIs (REST/gRPC)

Development: Swift (macOS/iOS), Python, Markdown, OpenAPI

WORK EXPERIENCE

Fullscript

Ottawa, ON

Fullstack Developer II (Internal AI)

December 2025 – April 2026

- Designed and deployed internal agentic systems at a \$1.5B health-tech company, enabling autonomous agents (Claude, Google Vertex, Azure, OpenAI, PI) to execute and validate multi-step engineering tasks end-to-end: directly reducing developer toil across the technology org.
- Standardized agent-to-system interfaces across multiple codebases, enabling autonomous agents to reliably navigate and operate within live software projects without manual intervention.
- Built a reusable library of agentic workflows, prompts, templates, and architectural patterns encoding the companies' best practices standardizing autonomous execution across teams and cutting per-task time.
- Implemented observability pipelines (Deep Eval and LangFuse) and automated testing loops to improve agent reliability — catching failure modes before production and measurably shortening iteration cycles.
- Maintained Okta and Jamf integrations as the primary SSO and MDM layer for the technology org, ensuring agent and developer tooling remained authenticated and compliant throughout the project lifecycle.

IT Systems Developer

September 2022 – December 2025

- Scaled IT automation infrastructure to support a workforce that grew from ~400 to 1,000+ employees building N8N workflows, API integrations, and Terraform pipelines that absorbed headcount growth without proportional IT team expansion.
- Served as the primary internal automation advisor across Engineering, People Ops, and Finance: identifying high-friction manual workflows and delivering automated solutions that saved measurable hours per week across a 1,000+ person organization.
- Owned administration of Okta, Jamf, Slack, and Google Workspace for the full employee base: managing IAM, MDM compliance, access governance, and platform uptime through a 2.5x headcount increase over 3 years.
- Implemented NIST Cybersecurity Framework controls across a regulated health-tech platform: enforcing configuration management via Terraform, least-privilege access via Okta and Jamf, and network security via Jamf Pro and Cloudflare Zero Trust across 1,000+ endpoints.
- Built and maintained an internal knowledge base covering IT runbooks, automation documentation, and onboarding guides — reducing ticket volume through self-service and enabling faster ramp time for new hires at scale.
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Apple Inc.

Ottawa, ON

Genius

October 2018 – September 2022

- Diagnosed hardware and software issues on Apple devices using proprietary diagnostic tools, documentation systems, and security best practices including disk encryption and secure boot verification.
- Maintained endpoint security standards across all repaired devices, ensuring cryptographic integrity and identity authentication compliance.
- Supported onboarding and training of new employees, championed diversity and inclusion through the Pride@Apple employee network.

Ottawa-Carleton District School Board

Ottawa, ON

ASL Teacher

May 2021 – May 2022

- Planned and implemented lesson plans optimized for second language acquisition, evaluated student progress, and incorporated equitable and inclusive learning practices.

Canadian Society for International Health

Ottawa, ON

Technical Consultant

April 2020 – September 2020

- Project managed Canada's participation at the International AIDS 2020 Conference; built [aidsCanada.ca](https://www.aidsCanada.ca), developed an information repository, and provided live broadcast technical support.

MAX Ottawa

Ottawa, ON

Campaign Strategy Coordinator

July 2019 – May 2020

- Organized a city-wide health promotion strategy, created [equipto.ca](https://www.equipto.ca), managed digital advertising, and coordinated with multiple provincial partners.

Ontario AIDS Network / AIDS Committee of Ottawa

Ottawa, ON

Health Promotion Coordinator

September 2016 – January 2018

- Implemented provincial policy through digital content strategy, launched health promotion campaigns, and developed relationships with Ottawa Public Health, Ministry of Health, and Ottawa Police Service.

EDUCATION

Carleton University

Ottawa, ON

Honours BA — Political Science & Human Rights, Minor: American Sign Language

2012 – 2018

- Concentration: International Relations. Additional Notes: Guest Lecturer & Classroom Assistant, 2014–2016.

LANGUAGES

English (Native) • American Sign Language (Native) • French (Limited Working)