

Robert W. Rohlin

AI Business Automation · Enterprise AIOps · Technical Training & Enablement
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AREAS OF EXPERTISE

AI Workflow Automation | Generative AI & LLMs | Enterprise AIOps (6+ yrs) | Python · NumPy · Pandas · SQL | Prompt Engineering & RAG
Digital Marketing Automation | SMB AI Integration | IBM watsonx / Cloud Pak for AIOps | Cloud / Kubernetes / Red Hat
Curriculum Architecture & Instructional Design

CAREER HIGHLIGHTS

- 6+ years hands-on enterprise AI experience at IBM — applying AI to automated fault management, incident resolution, and IT workflow orchestration since 2018, well before the current AI wave
- Re-engaged by IBM as its sole-source domain expert for AIOps curriculum (Jan 2025–Apr 2026) after separation — IBM had no other qualified resource to continue this specialized, business-critical work
- Post-graduate AI credentials: PGP-AI ML, UT McCombs School of Business (2025) and Generative AI for Practitioners: GenAI Foundations & LLM Applications, Johns Hopkins University (2026)
- Consistent 4.9/5 student satisfaction rating over 24+ years of enterprise technical training — Fortune 500, CIA, DISA, USAF, US Army & Navy, and major global telcos
- Training programs and technical demonstrations directly contributed to 7- and 8-figure software sales to US Government agencies and telecommunications companies worldwide

EDUCATION & RECENT CREDENTIALS

Generative AI for Practitioners: GenAI Foundations & LLM Applications 2026
Johns Hopkins University

Post Graduate Program — AI & Machine Learning: Business Applications (PGP-AI ML) 2025
UT McCombs School of Business, The University of Texas at Austin

M.Div. (summa cum laude, 4.0 GPA) · Communications, Counseling & Linguistics · BMATS, Jacksonville, TX

B.A.R. (summa cum laude, 4.0 GPA) · Communications & Linguistics · BMATS, Jacksonville, TX

WORK HISTORY

CEO & AI Automation Consultant 2013–Present (Part-time)
Dos Espadas, LLC / Two Swords Digital Solutions | Mansfield, TX

- Design and deploy AI-automated websites and agentic workflow solutions for SMB clients in the medical and HVAC industries — replacing labor-intensive manual processes with intelligent automation
- Automate customer-facing business processes to improve satisfaction, lower operational costs, and increase market reach without adding headcount
- Blend AI-driven digital marketing with backend workflow automation to deliver measurable ROI for small-to-medium business clients

Senior Curriculum Architect, IBM Automation — Contractor January 2025–April 2026
IBM | Remote

- Re-engaged by IBM as its sole-source domain expert for AIOps education after separation — IBM had no other resource with the depth of knowledge required for this specialized curriculum work
- Independently mastered a significantly revised version of Cloud Pak for AIOps and built new instructor-led courses and hands-on lab environments from the ground up under demanding timelines

- Applied 6+ years of AIOps expertise to create training that accelerated customer adoption and maximized the return on IBM's AI automation software investment

Senior Curriculum Architect, IBM Automation

February 2006–October 2024

IBM | Mansfield, TX

- Principal curriculum architect and lead instructor for IBM Cloud Pak for AIOps, Netcool Operations Insight, IBM Tivoli Network Manager, and related AI-driven IT automation products across an 18+ year tenure
- Applied generative AI to accelerate training development — analyzed thousands of pages of technical documentation to produce accurate, hallucination-free course content at significantly reduced cycle times
- Designed and delivered enterprise training to Fortune 500 companies, CIA, DISA, USAF, US Army, US Navy, TELUS, Rogers Communications, and Telstra (Australia); consistently earned 4.9/5 student ratings
- Training programs and technical demonstrations directly contributed to 7- and 8-figure software sales to US Government agencies and global telecommunications clients
- Created VMware vCenter-based hands-on lab environments hosted on IBM Cloud for experiential learning in complex AIOps, network topology, and incident management workflows
- Developed role-based certification exams at Pearson-VUE and Prometric; had 18 of 19 product UX suggestions incorporated into an IBM Tivoli Network Manager release; mentored new hires and led Scrum-based teams

Senior Netcool Solutions Architect

September 2000–February 2006

Micromuse, Inc. (acquired by IBM, 2006) | Dallas, TX

- Pre-sales and post-sales technical architect for Netcool network fault management solutions at Fortune 500, government, banking, petrochemical, and telco enterprises
- Resolved critical client situations at Hydro Québec (Oracle record-locking — IBM commendation), Phillips Petroleum (network inventory reconciliation saved tens of thousands), and University of Pittsburgh Medical Center
- Conducted training, technical demonstrations, and solution design for Bank of America, Key Bank, Bank of China, CIA, DISA, and multiple US military branches

AI & TECHNICAL SKILLS

Generative AI: LLMs, prompt engineering, RAG, AI agents, local LLM deployment, Google Vertex AI

AI Automation: Make.com, agentic workflow design, AI-powered website development, business process automation

Enterprise AI / AIOps: IBM Cloud Pak for AIOps, IBM watsonx (watsonx.ai, watsonx.data, watsonx.governance), Netcool Operations Insight, IBM Instana Observability, IBM Tivoli Network Manager

Programming & Data: Python (NumPy, Pandas, Jupyter, Google Colab), SQL (MS-SQL, Oracle, PostgreSQL, MySQL, SQLite), NLP, data analytics

Cloud & DevOps: IBM Cloud, Red Hat OpenShift, Kubernetes, Docker, VMware vCenter, Red Hat Enterprise Linux, Ubuntu

Digital Marketing: AI-powered marketing automation, content generation, SEO, campaign workflow automation

Instructional Technology: Adobe FrameMaker/Premiere Pro/Captivate, TechSmith Camtasia & SnagIt, Moodle, Blackboard, Canvas, Teachable, Open edX; ADDIE & SAM design methods

Collaboration & PM: Microsoft Office 365, GitHub, SharePoint, Monday.com, Agile/Scrum, MindManager, MS-Project

SELECTED CERTIFICATIONS & BADGES

IBM AIOps & AI Platform

- IBM Cloud Pak for AIOps Administrator
- Certified Administrator — Cloud Pak for Watson AIOps
- IBM Cloud Pak for Network Automation Administrator
- IBM Netcool Operations Insight Administrator

IBM watsonx & AI Ethics

- IBM watsonx Essentials
- watsonx.ai Sales Foundation

- watsonx.data Sales Foundation
- watsonx.governance: AI Risk Assessment
- IBM AI Associate
- Trustworthy AI and AI Ethics

IBM Cloud & Infrastructure

- IBM Instana Observability Administrator (Advanced)
- IBM Cloud Kubernetes Service
- Docker Essentials
- IBM Cloud Pak for Multicloud Management Administrator
- Enterprise Design Thinking Practitioner

Security & Compliance

- Security & Privacy by Design
- Container Security
- Software Supply Chain & SBOM
- ITSS Technical Vulnerabilities

Industry & Professional

- Cisco Certified Network Administrator (CCNA)
- Certified ITIL Practitioner
- IBM Recognized Teacher/Educator (2022)
- IBM Certified Exam Developer (2016, 2019–2024)

Languages: English (Fluent) · Mandarin Chinese (Conversational)