

Kobi Rivlin

AI Program Leadership · IT Operations & Infrastructure · Cybersecurity Governance · ITSM (ITIL)

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PROFESSIONAL SUMMARY

IT operations and infrastructure leader with 20+ years across healthcare, professional services, telecom, and banking. From hybrid cloud and ITSM transformation to running an Artificial Intelligence (AI) agent development program for clinical workflows, I build secure, cost-efficient environments where technology enables people to do their best work.

SELECTED HIGHLIGHTS

- Lead Arthur Health's engineering across two streams: CareNexus clinical platform modernization and AI agents for clinical workflows.
- Built a Power Platform performance management system with role-based controls and automated review flows for managers and employees.
- Cut MTTR ~40% at Fuller Landau via SLA scorecards and weekly operations governance.
- Delivered \$8M annual paper-handling reduction at Rogers via retail digitization.

CORE SKILLS

- **AI Program & Practice:** AI Agent Program Design & Developer Team Management; Project Specification Authoring; AI Governance Alignment; Hands-on AI Skill Development with Claude Code, Claude Cowork, and Microsoft Copilot Studio (custom skills and agents for business workflows); AI-Assisted Document, Deck & Meeting-Note Workflows; AI Application Development (consumer mobile routing app with multi-criteria routing logic; media editor for training and podcast content, with AI transcription and text-based editing across multiple audio and video sources); Training Program Facilitation; Applied AI Automation for IT Operations.
- **Leadership & Governance:** Multi-site Team Leadership & Talent Development; Strategy & Change Management; Stakeholder Engagement & Conflict Resolution; Executive Reporting; Vendor & SOW Management (RFPs, offshore partnerships); Budget Optimization (>\$2M); Technology Investment & Production Change Governance; Environment Governance with Single-Owner Accountability; ISO 9001 Quality Management.
- **Service Delivery (ITSM):** ITIL Lifecycle (Incident, Problem, Change); SLA/OLA & KPI Management (MTTR/CSAT); ServiceNow & Desk365 Automation; Knowledge Management; On-call Playbooks & Escalation Protocols; Impact-based Intake Form Design; Sprint Planning & Demo Readiness.
- **Cloud & Infrastructure:** Azure Hybrid Cloud Architecture, including Azure Virtual Desktop (AVD); Identity Management (Entra ID/AD); Endpoint Engineering (Intune/Autopilot, Windows/macOS); Microsoft 365 Administration & SharePoint; SaaS Management (Microsoft 365 Copilot, Salesforce, Dynamics 365); Automated Provisioning & Patching; Business Continuity & Disaster Recovery (BCDR) Planning; Power Platform Application Development (Low-code/No-code); Dataverse Environment Governance; Power Automate Workflow Design.
- **Security & Risk:** Cybersecurity Governance & Operations; MDR / EDR / SIEM Operations & Vulnerability Management; Incident Response (AI-assisted/ORNA); Risk Assessment; Compliance Frameworks (ISO 27001, PCI); Disaster Recovery Testing (RTO/RPO); Data Protection & Privacy.

PROFESSIONAL EXPERIENCE

IT Manager, Arthur Health

Toronto, ON (2026–Present) | *Director of Technology scope; reports to CTO*

- Lead engineering across two streams at Arthur Health: CareNexus clinical platform modernization (multi-release 2026 roadmap) and AI agent development for clinical workflows; operate the AI Agent Developer hiring and training pipeline; own developer team management, project spec authoring, sprint planning, engineering governance, and release management.
- Led the Intercom-to-Desk365 ITSM migration end-to-end: designed a custom export and JSON-conversion pipeline plus a seven-phase validation framework; migrated 25,611 conversations, passing all 123 checks at cutover (live April 2026).
- Built the performance management system on Microsoft Power Platform: role-based field protections, Power Automate flows that notify stakeholders on sensitive field changes, and structured manager and employee review flows.
- Design and facilitate an internal AI literacy program for all employees; built a custom agentic skill library on Claude Code and Claude Cowork that accelerates branded document, deck, and meeting-note workflows across the organization.
- Maintain environment governance across 30+ production and pre-production environments with single-owner accountability; enforce a production change standard requiring documented execution and rollback plans for every change.

Director of Technology, Fuller Landau LLP

Toronto, ON (2021–2025)

- Directed integrated IT planning and Service Desk operations for ~200 staff across multiple locations; established governance frameworks and roadmaps for digital workplace, collaboration tools, and infrastructure.
- Led asset inventory, imaging (Intune/Autopilot), and patch/vulnerability management.
- Deployed Microsoft 365 Copilot and established governance policies to guide staff on secure adoption.
- Owned network infrastructure (WAN/LAN/WLAN/VPN) and led migration of apps, data, and VDI to Azure and Azure Virtual Desktop (AVD); implemented rightsizing, storage tiering, backup lifecycle, and Reserved Instances/Savings Plans, delivering 99.9% uptime.
- Built CSAT/FRT/MTTR visibility and weekly operations reviews; strengthened reliability through monitoring, alerting, SOPs, and KPI/SLA scorecards. MTTR dropped ~40%.
- Managed \$2M+ annual budget and multi-year technology strategy, including roadmap, cost optimization, and service delivery improvements; standardized procurement and vendor contracts/licensing (device catalog, RFPs, stock levels, SLAs).
- Maintained DR/BCP and recovery playbooks with tested emergency procedures; led Post-Incident Reviews (PIRs) tied to change governance; implemented security controls and cybersecurity governance.
- Integrated automation into onboarding, provisioning, and access workflows using endpoint and ITSM tooling; improved new-hire time-to-productivity and reduced Service Desk effort.

Director, Retail & Supply Chain IT (Interim) / Senior Manager, Delivery & Engagement, Rogers Communications

Toronto & Brampton, ON (2013–2021)

- Led a 70-person organization (senior managers, developers, analysts) supporting POS endpoints (terminals, peripherals), payment solutions, and digital signage for retail stores and supply-chain sites; modernized incident and request workflows for store and field teams.
- Designed and delivered a mobile app development course on Microsoft Power Platform (Power Apps, Power Automate) so cross-functional teams could build low-code/no-code apps and workflows themselves.
- Led a Retail Innovation Lab to prototype, test, and scale emerging technology and workflow automation that simplified store operations and improved field productivity.
- Led RFPs, negotiations, and vendor relationship management to tighten SLAs and project outcomes; spearheaded a retail digitization program that reduced paper handling by \$8M annually.
- Managed delivery and support of critical self-serve business apps; coordinated SDLC across local (Toronto/Brampton) and offshore teams using ServiceNow and Jira.
- Drove incident response and problem management; improved ticket routing, escalation, and knowledge management across the retail and supply-chain IT organization.
- Led enterprise CRM modernization initiative (Salesforce); delivered improved data reporting and mobile customer data access; field-agent sales improved ~20%.

Operations & Implementation Manager, Xerox Global Services

Mississauga, ON (2007–2013)

- Scaled operations to 40 staff and reduced operating costs by ~40% through Lean Six Sigma and ISO-certified workflow automation, compressing implementation timelines from months to days.
- Built the underlying imaging platform on commercial off-the-shelf software with a custom workflow engine for chain-of-custody.

Senior Technical Analyst, Connectis Group

Concord, ON (2005–2007)

- Designed and implemented imaging, workflow, content management, and disaster recovery solutions for banks and government agencies across Canada, the Caribbean, and the United States.

EDUCATION, CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Degree: B.A., Psychology and Communications & Journalism (Double Major), The Hebrew University of Jerusalem

Certifications: ITIL 4 Foundation (ITIL 4 Leader: Digital and IT Strategy in progress), Microsoft Certified Professional (MCP), Certified Scrum Product Owner (CSPO), ISO 9001 Internal Auditor, VMware Enterprise Implementation & Administration, Lean Six Sigma Green Belt, CompTIA A+, Coaching for Influence

LEADERSHIP & COMMUNITY

- Board Member & Mindfulness Facilitator, True Peace Toronto (in-person at University of Toronto and online)
- Facilitator & Organizer, Mindful Peacebuilding
- Mentor, Challenge 22 International