

JOHN FRENKING

AI PRODUCT & BUSINESS ARCHITECT

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PROFESSIONAL SUMMARY

Product-minded business architect with 4+ years of experience designing systems and processes that solve complex enterprise problems, bridging business architecture, product development, and AI implementation. Comfortable operating within ambiguity, defining direction, identifying root constraints, and translating complex technical and business problems into structured, automated solutions. Self-initiated and built an AI requirements orchestration agent using Retrieval Augmented Generation (RAG), LLM-based elicitation, and human-in-the-loop governance checkpoints, compressing a 4-6+ week enterprise discovery process to days; currently piloting across seven strategic enterprise accounts with VP executive sponsorship.

Coordinates technical delivery and executive alignment across two of Kyndryl's largest global accounts, Kaiser Permanente and RTX, translating business objectives into actionable technical plans and delivering weekly executive reporting to CTO, SVP, and VP level stakeholders across 80+ workstreams. Co-created a global platform training program completed by 8,000+ employees. Outside of Kyndryl, independently designs, builds, and ships AI products end to end, from architecture through production deployment, using Claude Code, Cursor, following a self-designed AI-native product development process.

PROFESSIONAL EXPERIENCE

Lead, Business Architecture | Kyndryl – Global IT Infrastructure Services Provider

Feb 2024 – Present

- Identified failure points and automation opportunities across enterprise requirements workflows, then self-initiated and built an AI requirements orchestration agent using Microsoft Copilot Agent Builder and Copilot Studio that automates intake, gap analysis, requirements elicitation, PRD/TRD generation, and Azure DevOps backlog creation, with human-in-the-loop-governance checkpoints; currently piloting across seven strategic accounts with VP executive sponsorship.
- Serve as Program Coordinator across two of Kyndryl's largest enterprise accounts, Kaiser Permanente and RTX, leading day-to-day technical delivery, coordinating cross-functional teams, and managing executive stakeholder relationships throughout each program's lifecycle.
- Deliver weekly executive reporting across 80+ workstreams to CTO, SVP, and VP level stakeholders, translating technical progress and program risk into clear, business relevant recommendations.
- Restructured requirements governance across four enterprise workstreams by introducing guided discovery sessions, standardized templates, and improved requirements traceability; reduced turnaround time from 3+ months to approximately 1 month. Templates were later adopted program wide, improving requirements acceptance rates.
- Co-created and led enablement for a global platform training program, translating Kyndryl Bridge architecture into structured learning modules and designing curriculum and onboarding flows that minimized time to value; drove 8,000+ completions from 10,000+ employee enrollments.
- Created architectural artifacts including workflow diagrams, context models, and requirements documentation to enable Kyndryl Bridge platform capabilities and initiatives within the CTO organization.

Senior Associate, Data Analysis | Kyndryl

Feb 2023 – Feb 2024

- Drove requirements definition and standardized documentation processes for the Kyndryl Bridge GTM Experience, a CRM integrated platform surfacing account insights and pipeline recommendations to enterprise sales teams, introducing structured workflows that improved alignment between business stakeholders and developers.
- Managed Azure DevOps backlog and delivery tracking for GTM Experience feature development, creating dashboards and boards to improve visibility across active initiatives for the development team.
- Built and maintained the GTM Experience enablement hub on SharePoint, publishing release notes, walkthroughs, and training materials to support internal adoption of the Kyndryl Bridge platform.

Business Analyst | Kyndryl

Aug 2022 – Feb 2023

- Translated product vision and stakeholder feedback into structured requirements and UX/UI specifications for platform capabilities within the Kyndryl Bridge platform.
- Developed requirements supporting the launch of global search functionality on the platform, coordinating with an international development team.

INDEPENDENT PRODUCT DEVELOPMENT

Outside of Kyndryl, operates a self-built AI-native product development system spanning discovery, architecture, and production deployment, using Claude Code, Supabase, Next.js, and Vercel. Ships as sole architect, builder, and operator across the full stack.

ReadAgain – www.readagain.app – Live

- Designed and shipped ReadAgain, an AI-powered book discovery platform that generates personalized recommendations and a “reader DNA” profile based on a user's tastes, emotions, and reading history. Built the product from a loosely-formed concept through production, owning user research, product strategy, UX, architecture, implementation, deployment, and ongoing iteration.
- Built and operates the complete product independently, including authentication, AI recommendation workflows, analytics, and deployment and production infrastructure, enabling continuous feature releases and experimentation based on user feedback and product insights.

AI Onboarding Assistant – Production Deployment

- Designed and built an AI-powered onboarding platform that generates personalized onboarding plans, tasks, documentation, and manager guidance from structured role and team inputs, reducing the manual effort required to create new hire onboarding experiences.
- Led the product independently from discovery and system design through implementation and production deployment, validating the architecture through end-to-end testing and iterative releases.

EDUCATION & EARLY EXPERIENCE

Colorado State University – Pueblo | Hasan School of Business – B.S. Business Management, Minor: Marketing

Project Management Intern | Kyndryl | 2022 Project Management Intern | Travelport | 2021

TECHNICAL SKILLS

AI & Agentic Systems: Microsoft Copilot Studio / Agent Builder, LLM-Based Orchestration, Retrieval-Augmented Generation (RAG), Prompt Engineering, Agentic Workflow Automation, AI Agent Architecture, Human-in-the-Loop AI, AI Governance & Lifecycle Management, Generative AI Workflows

Independent Build Stack: Claude Code, Cursor, Claude API, Next.js, Supabase, Tailwind, Vercel, Notion (MCP), Github

Systems & Product Development: Requirements Engineering, 0-1 Product Creation, PRD/TRD Documentation, Process Architecture, Requirements Lifecycle Design, Agentic Workflow Design, POC Design & Deployment

Program & Executive Operations: Cross-Functional Program Coordination, Executive Stakeholder Management, Technical Delivery Planning, Learning Program Design, Governance & Reporting

Enterprise Platforms & Tools: Azure DevOps, Jira, Confluence, Aha!, Power BI, Microsoft 365 Platform, SharePoint

Methodologies: Agile/Scrum, Design Thinking, Six Sigma, Enterprise Architecture

CERTIFICATIONS

Cloud Digital Leader (Google Cloud Platform) • Enterprise Design Thinking Practitioner (IBM) • Entry Certificate in Business Analysis (IIBA) • Six Sigma Green Belt