

# JOHN FRENKING

## AI PRODUCT & BUSINESS ARCHITECT

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### PROFESSIONAL SUMMARY

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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. Confident operating within ambiguity - defining direction, identifying root constraints, and translating loosely defined problems into structured, automated systems. Self-initiated and built an AI requirements orchestration agent in Microsoft Copilot Studio - compressing a 4-6+ week enterprise discovery process to days. Outside of Kyndryl, independently designs, builds, and ships full-stack AI products end-to-end - from architecture through production deployment - using Claude Code and a structured, self-built AI-native product development system. Co-created a global platform training program completed by 8,000+ employees and supports top-priority accounts on Kyndryl's CTO Strategic Engagement Team.

### PROFESSIONAL EXPERIENCE

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#### **Lead, Business Architecture** | *Kyndryl - Global IT Infrastructure Services Provider* Feb 2024 – Present

- Observed end-to-end enterprise requirements workflows across complex account workstreams - identified failure points and automation opportunities, then self-initiated and built an AI requirements orchestration agent using Microsoft Copilot Agent Builder & 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.
- Coordinated Kyndryl Bridge platform adoption across two of Kyndryl's largest enterprise accounts, establishing governance processes, driving incident resolution, and delivering executive PowerBI dashboards and reporting that improved visibility for senior leadership.
- 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 ~1 month. Templates were later adopted program-wide, significantly improving requirements acceptance rates.
- Co-created and led enablement for a global platform training program translating Kyndryl Bridge architecture into structured learning modules, 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 (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

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*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](http://www.readagain.app) - Live

- Designed and shipped ReadAgain, an AI-powered book discovery platform that generates personalized recommendations and “reader DNA” 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 operate the complete product independently, including authentication, AI recommendation workflows, analytics, and deployment & 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

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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

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**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

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

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

## CERTIFICATIONS

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