

Justin Barlow

Professional Services & Customer Engineering Leadership

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I build platforms and the teams that run them. More than two decades across QA, development, operations, architecture, and leadership. I develop senior technical people into strategic customer partners, help scale services practices, and connect platform work to measurable enterprise outcomes. My leadership is grounded in hands-on engineering that I continue to practice.

Capabilities

Platforms: Vault, Terraform, Consul, Nomad, Boundary, Waypoint, AWS, Linux, Docker, PostgreSQL/Patroni, networking, DNS, TLS, load balancing.

Languages: Go, Python, Java, JavaScript/Node.js, Bash, PHP.

Observability: Splunk (architect level), metrics, logging, alerting, dashboards, Nagios, Cacti.

AI & agents: Claude Code, Codex, MCP, orchestration, sandboxing, egress control, prompt-injection defense.

Leadership: Coaching, senior hiring, engagement scoping, pre-sales partnership, delivery standards, technical escalation.

Professional experience

Sr. Manager, Resident Architect

Mar 2023 – Present

HashiCorp (an IBM Company) · Professional Services · Remote

- Manage and coach approximately 8–10 Resident Architects and Engineers serving major enterprise customers, owning delivery quality, escalation, and outcomes across Vault, Terraform, Consul, Nomad, and Boundary.
- At a top-10 bank, coached the resident team to partner with sales, engage senior IT leadership, route support issues appropriately, and use quarterly business reviews (QBRs) to align a shared vision and customer commitments. The bank adopted a cross-team platform roadmap, improved provisioning, deployment, observability, and security while maintaining compliance, and doubled engagements with the team.
- Helped grow Resident Technology Services from four people to a peak of 90, shaping hiring, delivery standards, and engagement scoping. Hired 15 senior architects and engineers, with final hiring decisions delegated while still an IC.
- Partner with services sales on outcome-based statements of work; contributed to approximately \$14M in resident engagement bookings.
- Organized a cross-organization AI hackathon across field, product, and engineering. Built its evaluation pipeline to compare heterogeneous submissions and produce the shortlist used to select three winning teams.

Staff Resident Solutions Architect

Feb 2022 – Mar 2023

HashiCorp

- Designed a Vault cluster and namespace vending machine at a top-5 US bank, enabling self-service secrets infrastructure instead of a ticket queue.
- Built identity and authentication strategy at a top-10 bank, including Sentinel policies enforcing secret storage schemas and validation at write time.
- Fed product gaps back to engineering and helped customers build internal centers of excellence.

Security Operations Technical Lead

Mar 2016 – Feb 2022

Adobe · Lehi, UT

- Technical lead for Adobe's multi-tenant Vault service; re-architected for resiliency and planned and executed migration from data centers to AWS within a short unavailability window.
- Built Vault reporting and dashboards for leadership, consumers, and administrators. Created and delivered Vault training in Adobe offices worldwide.
- Architected and operated Splunk Enterprise clusters ingesting multiple terabytes daily, managing 6,000+ universal forwarders across data center and cloud. Automated recurring administration with Python.

Sr. Website Operations Engineer / Sr. Internet Applications Developer

Jan 2012 – Mar 2016

Xactware · Lehi, UT

- Led application clustering with serializable session objects and Tomcat session replication over Memcached.
- Built WAR and static-content deployment tooling integrated with Jenkins and NetScaler server draining for zero-downtime deployments.
- Owned Linux monitoring with Nagios, NRPE, Cacti, custom plugins, Pingdom, and NetScaler; consolidated on-call triage and carried the pager one week in six.
- Built Java web applications on Oracle with JSP and servlets, and a standard development VM.

Sr. PHP Analyst / Drupal Developer

Aug 2010 – Jan 2012

Astonish Design · Austin, TX

- Built Drupal applications and custom modules, contributed upstream patches, managed Linux environments, and presented at the Austin Drupal Users Group.

Software Testing Engineer → Internet Applications Developer

Jul 2004 – Aug 2010

Xactware · Lehi, UT

- Moved from QA into Java, JSP, and servlet development. Concurrent freelance web development for Imagine Marketing, Provo, UT, from 2006 to 2010.

Independent engineering · ongoing

- Longhaul: original Pi extension preserving verified session state through context compaction, with code-recorded facts, checked model diffs, bounded state, transcript recall, and published evaluation trade-offs.
- auto-agents: original work-request bus and service directory with durable messaging, disposable Nomad workers, scoped identities, auditable actions, and human operator oversight. V1 feature-complete and end-to-end tested; hands-on deployment testing is the next stage.
- Built a per-agent, deny-by-default MCP control plane; sandboxed research browsing with DNS-pinning egress and prompt-injection detection; and agent-session containment tooling.
- Operate Nomad, Vault, and Consul infrastructure with Patroni-managed HA PostgreSQL, dynamic credentials, failover-aware retries, and canary-gated rollouts.
- AI-assisted development guided by architecture decisions, test-first and spec-driven work, automated review, staged rollouts, and human approval for privileged changes.

Publication & education

Co-author with JD Goins: [HashiCorp Vault observability: Monitoring Vault at scale](#) (2023).

Western Governors University · Computer Science & Information Systems coursework.