

TODD LEKAN

CTO · AI & Platform Architect

Denver, CO · +1 (608) 512-9876 · todd.lekan@harshawtech.com
harshawtech.com · linkedin.com/in/todd-lekan-23a6901

Technology executive and hands-on architect with 20+ years shipping software, and the last five building **production AI systems** — LLM/RAG, multi-agent automation, and real-time voice — at healthcare-grade scale and compliance. I turn emerging AI capabilities into reliable, revenue-bearing product: routing engines that plan tens of thousands of trips, autonomous agents that run engineering and operations, and voice agents that talk to customers over the phone.

EXPERIENCE

Chief Technology Officer — CarePool

Mar 2020 – Present · Denver, CO

Healthcare-grade non-emergency medical transportation (NEMT) for people with disabilities — 330,000+ trips delivered for 9,000+ riders across 85+ government, hospital & insurer partners (~9,000/month and growing), at 99.9% uptime.

- Architected and shipped a **production LLM + RAG routing system** that generates and continuously optimizes multi-stop paratransit routes over live operational data — materially reducing dispatch effort and improving route efficiency.
- Designed and built “**Nexus**,” an **in-house multi-agent AI operations platform**: autonomous agents that triage and implement engineering tickets, run automated QA, and execute ops workflows — **orchestrating multiple foundation models (Anthropic Claude & OpenAI GPT) with cross-model adversarial review**. Agents now execute a growing share of the engineering backlog end to end.
- Delivered a **real-time voice AI agent** reachable by browser and phone (PSTN), self-hosted on AWS (LiveKit + SIP + a Pipecat pipeline), for natural spoken customer and dispatch interactions.
- Led the company's **security & compliance program to SOC 2, HIPAA, HiTrust, ISO-27001, and TPN**, operating patient/PHI data under continuously-audited controls.
- Scaled and **cost-optimized the AWS architecture** — Lambda + ECS, Aurora MySQL, CloudFront, real-time GPS tracking (Socket.IO + Redis + DynamoDB) — cutting monthly cloud spend ~73% while growing volume.
- Own the full stack and team: native mobile (iOS/Android), Angular web front end, Node/TypeScript services, and CI/CD.

Founder & Technical Architect — Harshaw Tech

Oct 2008 – Present · Denver, CO

Boutique consultancy delivering custom software and full-service dev teams — now focused on AI strategy and implementation.

- Delivered software for major organizations including **Sony, Ford, Hyundai, Subaru, Equifax, GlaxoSmithKline, and the U.S. Department of Defense.**
- Provide **fractional-CTO leadership** and embedded engineering teams: architecture, security, cloud, and — increasingly — AI adoption roadmaps and production LLM/agent builds.

Senior Engineer — Factory Fix

Feb 2018 – Feb 2020 · Madison, WI

Platform connecting manufacturers with skilled workers — an automated employment agency for recruitment, retention, contracting, and payroll.

- Built core platform features at scale for the marketplace and its automation.

Technical Director — Pet Gorilla

Jan 2014 – Feb 2018 · Los Angeles, CA

Interactive/advertising production studio — websites, games, and events.

- Led teams building applications for Fortune 500 brands including **Google, Microsoft, HBO, and IBM.**

Director of Technology — Capital Newspapers

Aug 2001 – Sep 2008 · Madison, WI

Regional publisher distributing hundreds of thousands of newspapers weekly, plus the madison.com regional portal.

SKILLS

AI / ML	LLMs (Anthropic Claude, OpenAI/GPT), RAG & vector search, agentic & multi-agent systems, multi-model orchestration, real-time voice AI (LiveKit / Pipecat), prompt engineering, PyTorch, LangChain, Jupyter / MLOps
Architecture	Systems design, network security, CI/CD, real-time & event-driven systems, project management
Languages	Python, JavaScript/TypeScript, Java, Ruby, C++
Data	MySQL, PostgreSQL, SQL Server, MongoDB, DynamoDB, Redis
Cloud	AWS (Lambda, ECS, Aurora, CloudFront, S3, Route 53), Google Cloud, Azure
Compliance	SOC 2, HIPAA, HiTrust, ISO-27001, TPN

EDUCATION

University of Wisconsin–Madison · 1995–1999