IRWIN WILLIAMS

Technology Executive

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PROFILE

Technology executive with 20+ years building and scaling product-grade software platforms across enterprise SaaS and GovTech. Operates with world class product sense: defines roadmaps, runs release cadences, installs standards and telemetry, and aligns partners to ship in regulated environments. Known for AI products (GenAI + human-in-the-loop), digital trust, and high-volume platforms; combines deep architecture expertise with practical operating discipline and a bias for measurable adoption, reliability, and security-by-design.

SKILLS

Product strategy & roadmaps | Platform & product engineering | AI products (GenAI + human-in-the-loop) | Growth & adoption analytics | Digital trust & verifiable credentials | Cloud (Azure) | Agile delivery & SDLC governance | Vendor/partner management | Security-by-design & compliance

PRODUCT & PLATFORM OUTCOMES

- **Launched** Anansi (national AI digital assistant): 178,000+ views in 4 months, 34,500+ requests, ~84% satisfaction
- **Scaled** EmployTT (existing national jobs portal): shipped nine production releases in a fiscal year; drove ~100% increase in views and surpassed 2M annual views; supported ~50k applicants.
- **Scaled** national appointments/booking platform: processed 275k+ appointment requests (in-year); lifetime bookings exceeded 500k; platform usage up 90% in 2024 with nearly 3M views.
- **Delivered** Online Driver's Permit Renewal System (ODPRS), first in the Caribbean.
- **Supported** national innovation pipeline (Developers' Hub) which enrolled 1,100+ developers; disbursed $750k in grants; secured $1.8M for five teams; delivered five MVPs in six months.

PROFESSIONAL EXPERIENCE

iGovTT (National ICT Company) — Head of Software Development (Product & Platform Engineering)
Nov 2023–Present | Trinidad & Tobago

Built and lead a product and platform engineering capability delivering national-scale digital services. Own operating model (standards, quality, telemetry), portfolio execution, and partner coordination across AI, digital trust, and high-traffic SaaS products in a regulated environment.

- Built the software delivery operating model: defined roles and hiring/onboarding process; authored development guidelines; strengthened QA expectations for production rollouts (performance review).
- Anansi (AI + human-in-the-loop): delivered product launch and operating model; coordinated Ops/PMO/Comms and engineering.
- VerifyTT (verifiable credentials): architected and delivered national digital credentials platform; onboarded UWI, UTT, and WeLearnTT; integrated into EmployTT workflows; managed vendor, security, and QA remediation under evolving requirements.
- EmployTT (SaaS growth): led expansion and performance improvements; shipped nine production releases in a fiscal year; drove ~100% increase in views and surpassed 2M annual views (2024); implemented analytics/telemetry and customer survey tooling to guide iteration.
- Appointments (SaaS growth): redesigned architecture and integration strategy; processed 275k+ appointment requests (in-year); nearly 3M views in 2024 with usage up 90%; lifetime bookings exceeded 500k.
- ODPRS: launched online driver's permit renewal; 18,000+ users and 70,000+ views in first 3 months; adapted twice in 3 weeks to support two payment providers
- CITA Management System: delivered a region-first digital workflow for cybersecurity investment tax allowance requests; enabled verification and reporting; featured in national TV interviews (Jun 2024).

- Engineering governance: produced compliance and standards documents; standardized release/version naming; established telemetry requirements across key products; improved operational discipline, observability, and audit readiness.
- Additional products: Link360 (digital business cards), Executive Reporting Framework, and notification services integrated with national e-ID.
- Innovation pipeline: supported Developers' Hub MVP phase—delivered five digital products in six months and mentored startup teams through delivery.

Teleios Systems Ltd. — Chief Software Engineer
Jan 2019–Oct 2023 | Trinidad & Tobago
Led engineering practice and product architecture for enterprise SaaS and messaging platforms serving banks, insurers, and telecoms; owned delivery quality, reliability, and talent growth.

- Architected and scaled MessageCentral messaging SaaS processing 1B+ SMS for banks and telecoms; contributed to Teleios being recognized as Microsoft Country Partner of the Year.
- Cut production errors by ~40% through peer review and quality governance; strengthened release discipline.
- Increased engineering certifications from 11% to 39% via structured capability development, mentoring, and standards.
- Led migration to agile delivery practices, improving throughput and reducing internal IT support burden.
- Established an Architect's Council to standardize design decisions and grow technical leaders.
- Solution Architect for QuikWorx, a low-code PaaS enabling rapid delivery of business applications.

Teleios Systems Ltd. — Manager, Engineering Excellence (2017–2018) | Earlier: Cloud & Mobility Lead / Dev Lead / Senior Developer (2005–2016) | Code Jam Lead (2010–2018)
- Designed and ran company-wide innovation and capability programs (Teleios Innovation Experience); scaled internal R&D sharing through Technology Briefs (75% of engineering presented).
- Established configuration management guidelines and repeatable engineering practices to improve consistency and quality across teams.

Aiomin Studios — Technology Director (part-time venture)
Sep 2014–Dec 2020 | Trinidad & Tobago
- Built CardioVal (health risk assessment mobile app) in collaboration with a UTT researcher.
- Created VR tourism experience recognized by CARIRI; prototyped IoT/RFID solutions including an i2i-funded initiative.

AWARDS | SPEAKING | ADVISORY (SELECTED)
- Winner, IDB Pr.A.I.S.E. 2025 People's Choice Award (Citizen Experience) — Anansi.
- Media & forums: TTT Delving Deeper / NOW Morning Show on CITA Management System (Jun 2024);
- Panelist: HRMATT C-Suite Conversations "AI vs HI" (Sep 2024).
- Speaker: Developer Advisory Services Seminar (Ministry of National Security, Feb 2025)
- Speaker: Official Anansi launch (Aug 2025).
- Speaker: DevFest Caribbean (GDG Port of Spain) — 2022, 2024, 2025.
- Podcast guest (ShortlistHR, Dec 2024);
- CDPI Credentials in Action challenge jury @ Red GEALC (Antigua, Guatemala, Oct 2025).

EDUCATION | CERTIFICATIONS
- MSc, Computer Science — University of the West Indies (St. Augustine)
- BSc, Computer Science — University of the West Indies (St. Augustine)

Certifications: Microsoft Azure Developer Associate; Architecting Microsoft Azure Solutions; Transforming Public Service with AI (Singapore Cooperation Programme)