

Jordan Henning

Federal Services Delivery Executive · 17+ years SSA · FAC-P/PM

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EXECUTIVE SUMMARY

Federal services delivery executive who codes the AI. **17 years federal IT at SSA** — most recently three years as **Branch Chief: manager-of-managers over 12 direct + 340 field IT across 170 offices serving 7,000+ employees (99.9% availability, \$200M+ portfolio)**. FAC-P/PM certified. Public Trust cleared. Layered with two production multi-agent AI systems I designed, coded, and operate myself: **RFP Factory** (multi-agent proposal automation, 20× cycle compression at Quadratic Digital) and **Futures Bot** (autonomous multi-agent trading, live since Feb 2026, 62% win rate over ~500 trades). Combat veteran, 101st Airborne (Bronze Star, Purple Heart). Targeting **VP/Director Federal Services Delivery** or **GM Federal AI Services**.

HEADLINE OUTCOMES

- **Manager-of-managers as Branch Chief** — 12 direct reports + 340 field IT across 170 nationwide offices serving 7,000+ employees at **99.9% availability**
- **\$200M+ Agile IT portfolio** delivered on-time, under-budget over multi-year federal programs
- **FedRAMP-certified delivery posture** · ATO governance across SSA mission-critical systems · GSA MAS, STARS III, 8(a)/SDVOSB/HUBZone, IDIQ/BPA pursuit experience
- **20× cycle-time compression** on enterprise proposal workflow via personally-built multi-agent AI system (40 labor hours → 2)
- **100% direct-report retention** over 3 years as Branch Chief; **4 of 4 mentees** promoted into PM leadership

EXPERIENCE

Chief Growth Officer · Quadratic Digital

April 2025 – Present

- Designed and shipped **RFP Factory** — multi-agent proposal automation that compresses 40-hour cycles into 2 hours (20× reduction).
- Subcontracted Quadratic into **Nava on CMS modernization**; won **two PA ITQ vehicles**; qualified into PA Small Disadvantaged Business program; pursuing capture across GSA MAS, STARS III, 8(a)/SDVOSB/HUBZone, IDIQ/BPA.
- **FedRAMP-certified delivery posture** with ATO-aligned controls — federal compliance baseline as the starting point, not an afterthought.
- Executing cross-sector growth strategy across federal and commercial markets; winning strategic contracts in regulated environments where service delivery and AI maturity have to coexist.

Branch Chief, Hearings Office IT Oversight · Social Security Administration

January 2022 – April 2025 · Baltimore, MD

- **Reduced system downtime 20%** through enhanced monitoring, dashboards, and ITIL-driven continual service improvement.
- Owned end-to-end service strategy, incident/escalation management, and SLA/KPI governance for a 24/7 federal operation; **FedRAMP / ATO governance** across mission-critical systems; multimillion-dollar budgeting, procurement, and lifecycle refresh.
- **100% direct-report retention** across three-year tenure as manager-of-managers (12 direct, 340 indirect reports).

IT Project Manager (FAC-P/PM Certified) · Social Security Administration

September 2016 – January 2022 · Baltimore, MD

- Spearheaded the **emergency COVID-19 medical document upload system** on MySSA — earned the SSA Commissioner Award. Partnered with the VA in 2016 on cross-agency disability-evidence sharing to accelerate veteran benefit approvals.
- Led **centralized print services consolidation** — single-vendor architecture saving the agency millions annually; implemented agency-wide BI platform (Tableau + WebFocus); consolidated 7 legacy ODS into one Appeals Database.
- **Mentored 4 project managers**, all promoted into program leadership.

Systems Analyst · Area Systems Coordinator · Claims Representative · Social Security Administration

August 2008 – September 2016 · Baltimore, MD

- Reduced downtime 20% across high-volume beneficiary systems; delivered Tier-3 IT support across multiple field offices; contributed to early MySSA iterations.

Earlier: U.S. Army, 101st Airborne Division (2001–2009) — three combat tours (Iraq, Afghanistan), Bronze Star, Purple Heart. · Software Developer at MTD Products (2007–2008).

RECOGNITION & CREDENTIALS

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- **SSA Commissioner Award** · 2021 · Presented by Acting Commissioner Kilolo Kijakazi for COVID-19 emergency document upload delivery
 - **Bronze Star** · 2006 · U.S. Army (Iraq combat tour)
 - **Purple Heart** · 2006 · U.S. Army
 - **FAC-P/PM Certification** · 2020 · Federal Acquisition Institute
 - **Public Trust Clearance · High Risk Tier** · Held throughout 17-year SSA tenure (2008–2025) · Eligible to reinstate

EDUCATION

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- **Master of Business Administration (MBA)** · Malone University · 2012
 - **B.A., Computer Information Systems** · Kent State University · 2007

Veteran status: Service-connected disabled veteran · Veterans Preference eligible.

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