

Jordan Henning

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

York, PA · JordanHenning32@yahoo.com · 330-280-0642 · jordanhenning.com · linkedin.com/in/jordan-henning · github.com/jordanhenning32

EXECUTIVE SUMMARY

Federal services delivery executive who codes the AI. **Seventeen years of federal IT at the Social Security Administration**, culminating in three years as Branch Chief — manager-of-managers over **12 direct reports + 340 field IT staff across 170 nationwide Hearings Offices, serving 7,000+ SSA employees at 99.9% system availability**, with multi-year **\$200M+ Agile IT portfolios** delivered on-time and under-budget. **Public Trust High Risk clearance** held throughout SSA tenure (2008–2025), eligible to reinstate. **FAC-P/PM certified**; familiar with GSA MAS Schedule, STARS III, 8(a)/SDVOSB/HUBZone, IDIQ/BPA, FedRAMP, ATO governance, and PA Invitation-to-Qualify procurement. Now **Chief Growth Officer at Quadratic Digital** (14-person federal services firm), where I personally designed, coded, and operate two production multi-agent AI systems: **RFP Factory** (multi-agent proposal automation, 40-hour federal proposal cycles compressed to 2 hours — 20× faster) and **Futures Bot** (autonomous multi-agent trading, live since Feb 2026, 62% win rate over 500+ trades). Combat-tested under three tours with the 101st Airborne (Bronze Star, Purple Heart). Targeting **VP/Director Federal Services Delivery, GM Federal AI Services, or Senior Director Federal Programs** — where federal-scale uptime, \$200M+ portfolio discipline, procurement fluency, and hands-on AI capability all matter in the same role.

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
- **20% system downtime reduction** through ITIL-driven monitoring, dashboards, and continual service improvement
- **Multimillion-dollar agency-wide cost savings** via centralized print consolidation and vendor renegotiation
- **SSA Commissioner Award** for emergency COVID-19 service delivery during nationwide office closures

PRODUCTION AI BUILDS (HANDS-ON)

RFP Factory — *Multi-agent proposal automation* · In production at Quadratic Digital

End-to-end system that ingests federal and commercial RFP packages and produces polished, SME-ready proposal drafts. Specialized agents handle research, strategy, drafting, and compliance review in parallel across a multi-provider LLM stack (Anthropic + OpenAI + Gemini). **Compresses a 40-hour proposal task into 2 labor hours of human review — a 20× reduction.** Designed, coded, and operated by Jordan. Stack: Python 3.14, SQLAlchemy 2.0, Alembic, NiceGUI, ThreadPoolExecutor, prompt engineering at the agent-system level.

Futures Bot — *Autonomous multi-agent futures trading* · Live since Feb 2026 · 62% win rate over ~500 trades

Personal R&D platform: a multi-agent system that monitors futures markets, generates signals, manages risk, and executes trades autonomously, using proprietary strategies developed from twelve years of personal markets research. Live since February 2026 — ~8 trades per day across the 24-hour cycle, 62% win rate over the first ~500 trades, net-positive PnL. **Five-agent committee (Technical Analyst, Bull, Bear, Risk Manager, Devil's Advocate)** running across OpenAI, Claude, and Gemini. Built end-to-end as a research platform for pressure-testing multi-agent design patterns under conditions where mistakes cost real money.

EXPERIENCE

Chief Growth Officer · Quadratic Digital

April 2025 – Present

Driving growth at a 14-person services firm serving state, federal, and prime-subcontract clients — pairing proven go-to-market discipline with the multi-agent AI tooling I build hands-on.

- Designed and shipped **RFP Factory**, a multi-agent proposal automation system that compresses 40-hour proposal cycles into 2 hours of human review — a 20× reduction no traditional GTM team can match.
- Subcontracted multiple roles to **Nava on CMS modernization programs** — embedding Quadratic into a marquee civic-tech delivery prime supporting healthcare-focused federal modernization work.
- Won **two PA Invitation-to-Qualify (ITQ) vehicles** and qualified Quadratic into the **PA Small Disadvantaged Business program**; pursuing capture across GSA MAS Schedule, STARS III, 8(a)/SDVOSB/HUBZone vehicles, and IDIQ/BPA structures.
- Operates a **FedRAMP-certified delivery posture** — AI-services builds run alongside ATO-aligned controls so the federal compliance baseline is the starting point, not an afterthought.
- Executing cross-sector growth strategy across federal and commercial markets — pricing architecture, solution scoping, and offer-portfolio development.
- Winning high-value strategic contracts and building executive partnerships in highly 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

Manager-of-managers from a 12-direct HQ team overseeing 340 field IT staff across 170 nationwide Hearings Offices, delivering mission-critical IT services to 7,000+ Hearings Office employees at 99.9% availability.

- Owned end-to-end service strategy, incident/problem management, escalation handling, root-cause analysis, and SLA/KPI governance for a 24/7 federal IT operation.
- **Reduced system downtime 20%** through enhanced monitoring frameworks, dashboards, proactive prevention, and ITIL-driven continual service improvement.
- Directed multimillion-dollar budgeting, procurement, vendor relationships, and full lifecycle infrastructure refresh — delivered on-time, under-budget.

- Championed cross-functional collaboration with CIO-level leadership, engineering, security, and stakeholder teams; ensured regulatory compliance and audit readiness — including **FedRAMP and ATO governance** across mission-critical systems.
- Oversaw staffing, resource planning, and performance optimization to deliver consistent customer outcomes; **100% direct-report retention** across three-year tenure.

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

September 2016 – January 2022 · Baltimore, MD

Directed multi-year Agile IT service and infrastructure programs supporting nationwide claims and hearings systems with portfolios exceeding \$200M.

- Led **centralized print services consolidation** — single-vendor architecture and renegotiated contracts saving the agency millions of dollars annually.
- Implemented **agency-wide BI platform** — Tableau + WebFocus selection, integration, training, and ongoing maintenance, enabling data-driven decisions across the SSA.
- Consolidated **seven legacy Operational Data Stores** into one modern Appeals Database — improved accuracy, speed, and cost efficiency at federal scale.
- Partnered with the **U.S. Department of Veterans Affairs** in 2016 to enable secure cross-agency disability-evidence sharing — surfacing VA medical records earlier in SSA's disability-claim process to accelerate veteran benefit approvals.
- Spearheaded the **emergency COVID-19 medical document upload system** on MySSA, keeping disability-claim processing uninterrupted during nationwide office closures. Earned the SSA Commissioner Award.
- Leveraged ServiceNow for ITSM, workflow automation, incident tracking, and self-service at enterprise scale.
- **Mentored 4 project managers**, all of whom went on to lead their own programs successfully.

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

August 2008 – September 2016 · Baltimore, MD

- Reduced system downtime 20% through proactive analysis, troubleshooting, process redesign, and enhanced monitoring across high-volume beneficiary systems.
- Delivered Tier-3 IT support and systems administration across multiple field offices; increased network uptime and staff productivity through targeted training and issue resolution.
- Contributed to early MySSA iterations, leveraging field-office Claims Representative experience to inform the SSA's transition of services online.

Infantry Soldier · Transportation Specialist · U.S. Army, 101st Airborne Division

January 2001 – January 2009

- Three combat tours (Iraq, Afghanistan); awarded the **Bronze Star** and **Purple Heart**.
- Developed executive-level leadership, adaptability, resilience, and performance under extreme pressure — directly transferable to high-stakes federal service delivery and incident-command escalations.

Software Developer · MTD Products

January 2007 – August 2008 · Valley City, OH

- Developed manufacturing and inventory-management applications in an Agile environment; delivered updates ahead of schedule with emphasis on reliability and operational efficiency.

RECOGNITION & CREDENTIALS

-
- **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

- **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

REFERENCES

Available after first conversation, per professional courtesy:

- 2 Federal CIO / Director-level references
- 2 SSA peer Branch Chief references
- Multiple direct reports across SSA + Quadratic Digital

WHAT I'M LOOKING FOR

Best fit: VP/Director Federal Services Delivery, GM Federal AI Services, or Senior Director Federal Programs at federal primes and services firms — where 99.9% uptime, \$200M+ portfolio scale, and hands-on AI capability all matter in the same role. Also: GM, VP, or Practice Director at emerging federal AI services firms where someone who can both win federal contracts and sponsor multi-agent AI delivery is the job, not a side capability.

Less of a fit: VP Product or VP Engineering at commercial tech (different level/tenure pattern) · IC engineering roles · pre-revenue seed-stage where federal credibility doesn't carry weight · roles where AI is a marketing layer rather than a real operational change.