

IAN B. MACDONALD

Technology Executive — CTO / CIO / VP Engineering

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Founder-to-exit technology leader with experience building and operating high-availability network and service platforms with disciplined security, compliance, and customer experience outcomes. C-suite partner translating business strategy into roadmaps, operating models, and automation that improves reliability, productivity, and cost-to-serve. Current focus: agentic AI orchestration — designing and operating supervised multi-agent harnesses (hermes, openclaw) with human-in-the-loop gates, autonomous workflow execution, and credential governance — and privacy-first local LLM deployment, where harness guardrails let local models deliver frontier-grade results so sensitive data never leaves the client environment. Hands-on with cloud GPU inference (vLLM on Azure ND MI300X v5-series; per-minute cloud GPU capacity) for cost-controlled burst workloads.

SIGNATURE IMPACT

- Founder-led growth and successful M&A exit; owned P&L and technology leadership from inception through integration.
- Led regulatory-aligned security outcomes including cybersecurity audit and remediation leadership supporting Ontario Securities Commission requirements.
- Architected and operate a fleet of supervised AI orchestration harnesses (openclaw — infrastructure ops; hermes) with documented cross-harness delegation contracts, HITL gates, autonomous workflow execution, and auditable credential management — including client-deployed harnesses.
- Still hands-on at the deepest layer: authored a mainline Linux kernel contribution — "net: thunderbolt: Allow reading link settings" — enabling bonding over Thunderbolt networking (merged via net-next, 2026).
- Built resilience at scale: resolved management/security flaws in a 10,000-unit router deployment; deployed fault-detection across 150 points of presence, reducing power-related truck rolls by 90% (est. \$50K+ annual savings).
- Implemented vendor-agnostic upgrade and remote support workflows for on-prem appliances to reduce outages (est. \$5K per incident) and strengthen security posture.
- Designed and operationalized AI enablement patterns (multi-agent workflows, governance, knowledge capture) delivering estimated 25–50% productivity gains in select roles, validated across client deployments.

CORE COMPETENCIES

Leadership: Technology Strategy & Roadmapping · P&L Ownership · Founder Leadership · M&A Technical Due Diligence & Integration

Security & Compliance: Cybersecurity Audits & Remediation · Regulatory Compliance (OSC) · Identity & Access Management (IAM)

Reliability: Disaster Recovery & Business Continuity · Reliability Engineering · Monitoring, Observability & Automated Remediation

Product & Delivery: Product & Platform Leadership · SDLC Oversight · QA & CI/CD Governance · Vendor Management & Negotiation

Agentic AI: Multi-Agent AI Orchestration & Harness Design · Autonomous Workflow Execution · AI Enablement & Governance · Human-in-the-Loop Automation · Knowledge Management & Institutional Capture

AI Infrastructure: Local LLM Deployment & Optimization · Data-Privacy-First AI (local inference, guardrailed) · GPU Computing (AMD ROCm) · Cloud GPU Inference & Serving (vLLM) · Azure ND MI300X v5-Series · Elastic Per-Minute Cloud GPUs

AI Tooling: AI Desktop Automation · AI-Assisted Development (Claude Code, Codex, pi-coding-agent) · LLM API Routing (OpenRouter, Cerebras, Hot Aisle, NVIDIA NIM)

Operations: Change Management · Customer Experience & Service Quality · Remote Operations

PROFESSIONAL EXPERIENCE

CTO, Westfield Partners Ltd. — Hamilton, Ontario · 2025–Present

- Led a cybersecurity audit aligned to Ontario Securities Commission (OSC) requirements; directed remediation of identified vulnerabilities and achieved compliance outcomes while establishing a continuous-improvement security strategy.
- Implemented monitoring and alerting for web service infrastructure and introduced automated and human-in-the-loop remediation workflows to reduce outage impact and operational drag.
- Launched multi-agent workflows (CrewAI) to maintain CRM data freshness and integrate new data sources, improving data integrity for prospect development and sales forecasting while reducing change-management overhead.
- Established enterprise adoption patterns for generative AI tooling: governance guardrails, best-practice enablement, and repeatable workflows; drove estimated 25–50% productivity improvements in select roles.
- Enabled AI-assisted knowledge capture and reuse to reduce key-person dependency and accelerate onboarding for repeatable workflows.

President, Dotto-One (Rally Internet Corp.) — Toronto, Ontario · 2023–2025

- Integrated financial, support, and network systems and staff into the parent organization; refreshed process documentation and knowledgebase content and led in-person technical training workshops to support scaling integration.
- Led relationship transition for a landmark 5-year, multi-property bulk Internet/TV contract, securing over \$1M in net new recurring revenue.
- Identified and corrected management and security flaws in a 10,000-unit router deployment, preventing service disruption and protecting a key channel partnership.
- Implemented a vendor-agnostic upgrade workflow and remote support capability for on-prem appliances, reducing outage risk and strengthening security posture.
- Engineered and deployed a proprietary fault-detection appliance across 150 points of presence, reducing power-related truck rolls by 90% and improving service levels (est. \$50K+ annual savings).

CEO & Founder, Dotto-One Inc. — Toronto, Ontario · 2014–2023

- Built and led a technology-driven ISP business from inception through successful exit; owned full P&L, strategy, and execution across product, operations, and customer experience.
- Orchestrated end-to-end M&A process including technical due diligence, financial negotiations, and integration planning to achieve a successful sale (details as confidentiality permits).

- Designed a high-security, high-performance ISP architecture delivering a managed commercial experience to residential customers with minimal resources and fully remote operations.
- Leveraged proactive monitoring and lab-tested rollout practices to reduce upgrade-related outages to planned five-minute windows while improving update cadence and security posture.
- Engineered a resilient, open-source network service stack supporting six major OS upgrades and three hardware generations without service interruption, maintaining scalability and cost control.
- Implemented a continuous modernization ("evergreening") framework: increased update cadence by 200% and achieved a 100% reduction in unplanned outages during scheduled maintenance windows. Services first deployed in 2014 remain in production and fully current today (e.g., kb.netstatz.com), and a Xen hypervisor host has been continuously evergreened across two decades of Debian releases.
- Built a support model that achieved a 5-star reputation; recognized as the only Canadian ISP (1000+ subscribers) with zero complaints registered with the CCTS public registry.
- Secured fibre construction permits under a Municipal Access Agreement with the City of Toronto.

Director, Network Services, Quartet Service Corporation — Toronto, Ontario · 2012–2014

- Accountable for network infrastructure, professional services, and customer help desk teams.
- Migrated operational teams and clients to ConnectWise professional services automation.
- Improved profitability by exiting/realigning clients below a \$500/month MRR threshold.

Director, Product Management, N8 Identity Inc. — Burlington, Ontario · 2008–2012

- Led a software engineering team to design and build an identity and access management (IAM) product.
- Owned client relationships and solution delivery for large Canadian enterprises including Rogers, Loblaws, and OMERS.
- Delivered a five-year IAM strategy for a major financial institution.

Principal, Systemware Innovation Inc. — Toronto & Pickering, Ontario · 2005–2008

- Program management and key vendor management for Ontario Power Generation.
- Project management for implementation of Energy Markets day-ahead commitment process (IESO).
- Delivered classroom training for Sun Microsystems Management Center across North America.

SELECTED AI / GPU ENGINEERING PROJECTS (OPEN SOURCE / INDEPENDENT)

- **Multi-Agent Orchestration Harnesses (hermes, openclaw):** designed and operate a fleet of supervised Claude Code orchestration harnesses with documented cross-harness delegation contracts, machine-readable governance, scoped credential service accounts, and auditable change logs. Recent autonomous-execution results: a delegated infra-ops harness rebuilt a full WordPress dev-environment clone in under an hour (previously a documented two-day initiative), and an unattended overnight deployment harness reduced a full day of bare-metal LLM-server bring-up to a three-hour autonomous run driven by a local Qwen dense model on Strix Halo hardware. Research published in the open at netstatz.com.
- **Local LLM Deployment & Optimization (lemonade):** implemented local inference workflows supporting GPU acceleration (AMD ROCm) and multiple model formats (GGUF/ONNX/SafeTensors) for privacy-sensitive and cost-controlled inference; operate a multi-node local inference fleet serving bulk agent-pipeline workloads.

- **Cloud GPU Inference & Serving (vLLM):** configured and tuned vLLM serving on Azure ND MI300X v5-series (MI300X) GPU VMs for high-throughput inference; used per-minute cloud GPU capacity (Hot Aisle, Cloudrift) for burst capacity and cost-controlled experimentation.
- **AI Desktop Automation:** developed natural-language desktop automation ("computer use" workflows) for repeatable operational tasks.
- **AI-Assisted Development + LLM Routing:** Claude Code, Codex, and pi-coding-agent in day-to-day development; routing patterns (OpenRouter, Cerebras, Hot Aisle, NVIDIA NIM) to balance cost/latency.

OPEN-SOURCE CONTRIBUTIONS

- **Linux kernel (mainline):** authored "net: thunderbolt: Allow reading link settings" — `ethtool get_link_ksettings` support enabling Thunderbolt networking as part of bonded interfaces; reviewed by netdev maintainers and merged via net-next (commit 7a3d3279a566, 2026).
- **lemonade (lemonade-sdk):** 14 merged upstream PRs (2025–2026) spanning server reliability (declarative/idempotent model load fixing a TOCTOU race, model-selection race fix, fail-fast disk-space handling), Debian packaging, download/caching robustness, multi-checkpoint storage with Qwen Image support, and whisper.cpp integration; additional PRs in review.
- **OpenWhisper (voice-to-text):** merged fixes for Linux packaging (chrome-sandbox SUID) and privacy-first onboarding (local/BYOK transcription mode).
- **claude-code-remote:** merged Linux amd64 support with build instructions.
- **PacketFence (network access control):** merged OpenWRT hostapd support (2018).
- **Author, claude-session-rescue:** open-source tool to repair broken Claude Code sessions.

AWARDS & RECOGNITION

- **Winner, AMD developer enablement contest (Fall 2025)** — recognized for contributions to AMD ROCm and the lemonade local LLM runtime; awarded Strix Halo (Ryzen AI Max+ 395) hardware.

VOLUNTEER & COMMUNITY LEADERSHIP

- **Chair, AI Tiger Team (AITT) — prpl Foundation:** chair the foundation's AI taskforce since its inaugural meeting (March 2026), driving AI collaboration across member companies in the open-source carrier/CPE software ecosystem.
- **Contributor, lemonade-server** (AMD-sponsored open-source local LLM runtime): 14 merged upstream PRs — backend, packaging, and deployment contributions (ROCm/Vulkan), reproducible install guides, and community support; work recognized via the AMD developer contest win (Fall 2025). See Open-Source Contributions.
- **Treasurer & Scout Leader,** 219th Toronto Scout Group.

PUBLICATIONS (SELECTED)

- "Strix Halo on Ubuntu looks great" — reproducible Ubuntu/Debian + ROCm + Lemonade deployment guide. netstatz.com/strix_halo_lemonade
- "From Zero to Tokens: ROCm 7.0.2 Quickstart on Cloudrift's 8-GPU Node" — multi-GPU inference bring-up guide (Netstatz).

EDUCATION

Queen's University, Kingston, Ontario — B.Sc.H., Electrical Engineering | B.A., Economics · 1995–2000

Neuchâtel Junior College, Neuchâtel, Switzerland — Secondary School Diploma with Academic Letter · 1994–1995

University of New Brunswick, Fredericton — Shad Valley Program (Nortel sponsorship) · 1993

ADDITIONAL AFFILIATIONS

prpl Foundation (AI Tiger Team Chair; Product Committee) · Canadian Network Operators Consortium · Toronto Product Management Association · Shad Valley Alumni · Languages: Bilingual in French