

Osmar Morales

DIRECTOR, AI AGENT PLATFORM AT VISA

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500+

Agent Factory users

Grew organically

600+ / 250+

Repositories / pipelines

MLOps migration

Days to hours

Analytics turnaround

1-3 days to 1-3 hours

I make frontier AI a team capability. Payments technology leader combining hands-on architecture, MLOps modernization, and technical enablement. I absorb the complexity of emerging tools and turn it into reusable platforms, governed workflows, and practical capabilities for the whole team.

01 PROFESSIONAL EXPERIENCE

Visa | Director, AI Agent Platform

October 2025 - Present

- **Architect and operate Agent Factory, now used by 500+ colleagues through organic adoption.** Convert repeated work into reusable agents and versioned skills, supported by releases and hands-on enablement.
- Built a multi-agent platform serving a regional data science organization across five markets and two regions, with container, macOS desktop, and private-cloud delivery.
- Integrated enterprise tools through Model Context Protocol (MCP), knowledge retrieval, model routing, and usage telemetry. Established scoped access, isolated service accounts, budgets, and approval gates.
- Implemented checkpointed state, isolated task contexts, independent validation, and human review to make execution reliable and outputs reviewable.

Visa | Director, Data Engineering

November 2020 - September 2025

- Led a seven-person data engineering team and six-person AI workstream, scaling delivery from one pilot to 20 concurrent cross-market projects.
- **Built an automated MLOps foundation; migrated 600+ repositories and 250+ pipelines without disrupting delivery.** Established reproducible pipelines, model registry, feature-store, and data-quality practices.
- Architected a multi-agent benchmarking workflow that reduced turnaround from **1-3 days to 1-3 hours**, incorporating validation and review into delivery.

Architecture. Adoption. Delivery.

OSMAR MORALES / AI PLATFORM ENGINEERING

02 PROFESSIONAL EXPERIENCE, CONTINUED

Visa | Manager, Data Analytics

November 2018 - November 2020

- Led data-foundation modernization: core refresh cycles fell from days to three hours; analytics cube preparation fell from three weeks to five hours.
- Built self-service pipeline automation on Azure DevOps, enabling 40+ colleagues to use automation without Unix expertise.

FedEx Express | Data Scientist | August 2016 - November 2018

TracFone Wireless | Revenue Systems Analyst | February 2013 - August 2016

FedEx Express | Process Automation Developer | March 2012 - February 2013

Davis Quality, Inc. | Systems Accountant | January 2007 - January 2012

03 INDEPENDENT ENGINEERING

Elygent | AI platform development pilot

Independent platform integration and governance

- Building a shared identity-scoped MCP capability layer that connects existing AI clients and agent runtimes with tools, curated knowledge, and accountable execution.
- Developed knowledge checkpoints with provenance, scoped access, and real model-to-tool probes; recurring failures enter reviewable repair workflows.
- Turn frontier exploration into evaluated, reusable capabilities so teammates can benefit without independently learning every new tool or integration.

04 TECHNICAL CAPABILITIES

AI platforms: Agent orchestration, MCP, RAG, model routing, evaluation, scoped tools, usage budgets, approval workflows.

Data and MLOps: Python, SQL, Spark, MLflow, Feast, Deequ, model registry, reproducible pipelines.

Platform delivery: Docker, Linux, private cloud, GitHub, Jenkins, Azure DevOps, Node.js, PostgreSQL, systemd.

Leadership: Architecture, roadmaps, cross-functional delivery, distributed teams, stakeholder communication, technical enablement.

05 EDUCATION, RECOGNITION & LANGUAGES

Florida International University | BBA, Finance; Mathematics minor | 2015

Miami Dade College | AA, Mathematics | 2008

Harvard Extension School | Management Skills for Emerging Leaders; Leadership Communication | 2018-2020

Visa LAC Support Excellence Award, 2026; FedEx Express LAC Professional of the Year, 2017; five Visa Technical Innovation **team awards**, 2023-2025.

Languages: English and Spanish.