

JOSEPH E. FULLER

ENTERPRISE AI • RESEARCH TECHNOLOGY • ORGANIZATIONAL TRANSFORMATION LEADER

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EXECUTIVE PROFILE

Enterprise leader with 25+ years of experience building new capabilities across higher education, regulated financial services, and military operations. Currently serves as Research Technology Architect at Texas State University, reporting to the Vice President for Information Technology and CIO while directly supporting the Vice President for Research for research IT and high-performance computing. Leads strategy, organizational design, governance, partnerships, and modernization across AI, research computing, HPC, enterprise platforms, and workforce adoption.

SELECTED ENTERPRISE IMPACT

Research Technology & HPC — Expanded active HPC usage from about 328 to 658 users in 14 months and co-developed a 3-5 year research-computing roadmap.

AI Innovation — Invented and architected ATLAS Prime; active patent applications and multiple invention disclosures support the work.

Workforce Transformation — Helped lead a multi-year, multi-million-dollar redesign that reduced advisor time-to-proficiency from 18 months to 6 months.

Operational Quality — Designed a 30-person contractor licensing pipeline; 28 were retained and the cohort recorded zero monetary errors at 90 days.

CORE STRENGTHS

Enterprise AI Strategy • Machine Learning • Research Computing & HPC • Organizational Design • Executive Advisory • AI Governance • Program Leadership • Digital Transformation • Workforce Development • Business Process Improvement • Change Management • Strategic Partnerships • Cloud & Hybrid Compute • Executive Communication

PROFESSIONAL EXPERIENCE

Texas State University | Research Technology Architect

Apr 2025-Present

- Report to the VP for Information Technology and CIO and serve as the dedicated technology leader accountable to the VP for Research for research IT, research computing, and HPC strategy and delivery.
- Plan and build the Research Technology & Computing function, including organizational structure, staffing plans, job descriptions, service model, priorities, and executive funding recommendations.
- Lead HPC strategy and oversight across infrastructure planning, access, policy, operations, user engagement, and partnerships supporting AI and data-intensive research.
- Advise executives on AI adoption, governance, secure and sovereign compute, cloud options, research data, enterprise platforms, cyber-risk considerations, and long-range investment decisions.
- Build partnerships with AWS, Google, TACC, World Wide Technology, peer universities, and other organizations to expand research-computing capability and future-state options.
- Serve on the AI Governance Committee, Center for Analytics and Data Science executive committee, LEARN committee, and other cross-functional leadership groups.
- Invented and architected ATLAS Prime, integrating multi-agent orchestration, RAG, computer vision, local GPU infrastructure, and governed cloud options; active patent applications and disclosures support the work.

Texas State University | IT Research Liaison / Business Process Analyst

Jan 2024-May 2025

- Pioneered the IT Research Liaison model, helping reposition IT from perceived roadblock to strategic research enabler through transparent communication, problem solving, and accountable follow-through.
- Advised senior leaders on process redesign, research continuity, enterprise platforms, analytics, websites, grant-related technology needs, Microsoft Dynamics 365, Power BI/Fabric, APIs, and automation.

Texas State University | Manager, ITAC Customer Engagement / Sr. User Services Consultant

Nov 2019-2023

- Led IT professionals responsible for university-wide software education, customer engagement, and technology adoption; developed a pilot capability into a funded university function within two years.
- Directed adoption for the TRACS-to-Canvas transition, rapidly shifted delivery during COVID, and supported successful SACS accreditation review execution and institutional continuity.

USAA | Financial Services, Enterprise Learning & Transformation Leadership

Oct 2000-May 2017

Progressed through licensed advisor, senior advisor, senior specialty instructor, project and matrix leadership, and management roles supporting the Investment Company, Life Company, and enterprise Learning, Development & Delivery organization.

- Held FINRA Series 24, 7, 63, and 65 registrations and Life, Health & Annuities licensing; earned the CRPC and AAMS designations from the College for Financial Planning.
- Served clients as a licensed investment advisor and senior advisor through market volatility, including the September 11 market closure and subsequent periods of financial disruption.
- Led a geographically distributed team responsible for new-hire, advanced, trading, software, culture, sales, relationship-management, and leadership development across investment and insurance operations.
- Owned design, development, delivery, and train-the-trainer models for New Employee Orientation, sales and customer-experience programs, advisor curricula, CFP-level content, coaching models, and executive boot camps.
- Helped lead a matrixed, multi-division redesign that reduced measured advisor time-to-proficiency from 18 months to 6 months through new curricula, tools, delivery methods, coaching, and performance alignment.
- Designed and led a 30-person contractor onboarding, licensing, and readiness pilot for life-insurance service representatives; 28 were retained and the cohort recorded zero monetary errors at the 90-day review.
- Pioneered virtual and blended learning for financial professionals and supported new regional offices in Tampa, Colorado Springs, Phoenix, and Addison through leader, trainer, and workforce deployment.
- Supported design, testing, launch, and adoption of new financial products, advising and trading channels, CRM and GUI platforms, Salesforce for about 250 financial planners, and enterprise technology releases.
- Served as enterprise brand ambassador for visual, written, culture, and customer-experience transformation across Investment, Life, and Learning organizations; presented to senior and executive leaders.
- Participated in business-continuity and emergency-deployment readiness for Investment Services, preparing personnel and alternate-site operations for natural disasters and market disruption.

United States Air Force | Electrical Systems Specialist / Operations Leader

Jan 1994-Aug 1999

- Led a multidisciplinary shop of about 26 skilled trades personnel supporting mission-critical facilities and the largest real-property zone at Lackland AFB; coordinated federal contractors and external partners.
- Managed the squadron Hazardous Materials program; Inspector General reviewers identified it as a potential Air Force benchmark.
- Supported electrical distribution, airfield lighting, arresting barriers, underground utility conversion, emergency power, and Wilford Hall upgrades; maintained a Secret clearance.
- Served for six years as CPR and Basic Life Support Instructor, managing recurring compliance training and supporting large medical-staff classes at Wilford Hall.

Cigna Healthcare | Referral Coordinator / Systems Implementation Support

1993-1994

- Supported rollout of a magnetic-stripe patient-information system across more than five medical offices, training staff on equipment, workflows, procedures, and security practices.

EDUCATION, CREDENTIALS & DEVELOPMENT

MBA, University of Phoenix — Expected Aug 2026

4.0 GPA | Distinction anticipated

BS, Business Marketing, University of Phoenix

Former FINRA Series 24, 7, 63, 65; Life, Health & Annuities

CRPC and AAMS — College for Financial Planning

Google AI Fundamentals; Google AI Professional Certificate —
Coursera

AWS Kiro Training — AWS Austin

Former CPR / Basic Life Support Instructor

SELECTED TECHNOLOGIES & METHODS

Machine Learning • Generative AI • Agentic AI • MCP • RAG • Computer Vision • LLM Platforms • HPC & GPU Computing • AWS • Google Cloud • Microsoft 365 • Dynamics 365 • Power BI/Fabric • Power Automate • Salesforce • SaaS • APIs • CRM • LMS • Agile • Lean • Waterfall • Matrix Leadership