

Nicholas Rich

Enterprise API Management & Platform Strategy — Apigee · API Governance · Agentic AI Gateway

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2B annual API requests | 300+ proxies, federated delivery | 47 incidents, 100% resolved | Zero major outages

SUMMARY

Runs the enterprise API program at a Fortune 500 insurance carrier — the Apigee X platform, its governance model, and the federated development practice that lets teams across the organization design and ship their own APIs on shared infrastructure. 300+ proxies, 2 billion annual requests, zero major outages. Delivered MCP proxying into production on Apigee and leads the enterprise's **AI gateway** evaluation — defining how agentic traffic gets authenticated, governed, and audited through API management before ungoverned local MCP usage becomes entrenched across the developer organization. Combines deep Apigee platform engineering — shared flow architecture, policy frameworks, current-generation policy design — with the program-level work that makes federated API delivery function at enterprise scale: design standards, lifecycle ownership, automated governance, and portfolio strategy.

EXPERIENCE

Lead Application Development Engineer — American Family Insurance | 2023–Present

API Management Team Lead & Apigee Platform Product Owner — Enterprise API Management (EAPIM), Apigee X on GCP/AWS, 300+ proxies, 2B annual requests, federated developer organization

API Program, Governance & Federated Delivery

- **Owns the enterprise API program end to end** — design standards, lifecycle governance, delivery pipelines, developer onboarding, and portfolio strategy — enabling a **federated model** where development teams across the enterprise build and deploy their own APIs on shared, governed infrastructure.
- **Authored the enterprise API Management operating model** (RACI: 88 activities, 8 lifecycle stages, 6 roles), establishing the accountability structure that makes federated delivery work across design, security, platform, and delivery teams.
- **Made governance automatic rather than advisory.** Built the shared enterprise policy framework (pre/post-proxy flow hooks) applying security, quota enforcement, and traceability across **300+ proxies org-wide**, plus a custom governance linter and organization-wide OpenAPI (Spectral) ruleset gated into every CI/CD promotion.
- **Designed the platform's delivery backbone** — the CI/CD pipeline template system promoting every proxy through dev → preprod → prod with compliance gating on each run — and 33 reusable shared flows (authN/Z, fault handling, logging, CORS) that standardize cross-cutting concerns for every team onboarding.

Agentic AI & AI Gateway

- **Delivered MCP proxying into production on Apigee** — a governed path for Model Context Protocol traffic through enterprise API management — while leading the evaluation to extend it into full AI gateway capability with authentication, policy enforcement, and audit across all agentic traffic.
- **Designed and built the Model Context Protocol (MCP) server behind it** (TypeScript, 16 tools), exposing API proxy, product, deployment, and live-debugging operations to AI coding assistants as governed, agent-callable tools.
- **Scoping the enterprise's agent governance gap** — developers today run local, unmanaged MCP servers with no approved remote pattern. Partnered with platform security on a compliant zero-API-key access path to resolve the authentication constraint blocking approved remote MCP deployment.

Platform Reliability & Technical Leadership

- **100% resolution across 47 high-priority production incidents with zero major outages**; led root-cause analysis on a platform-wide gateway outage (504 error storm) and drove the resulting problem-record remediation.
- Architected observability across 42 production APIs (Datadog, ServiceNow CMDB, automated alerting), designed fault-tolerant multi-region architecture with automated failover, and led enterprise SSL certificate migration to Private CAS with zero customer impact.

- Delivered the first org-wide API portfolio reporting capability via an automated Python/BigQuery metadata pipeline, and cut developer onboarding time **40%** with a self-service CLI toolchain that shifts governance validation left to the developer's machine.
- Grew the platform engineering team from **2 to 6** through mentorship and hiring; led 17 strategic epics to 82% completion through two leadership changes. Chairs the weekly API management architecture and DevSecOps governance review, and contributes as platform stakeholder to enterprise **MuleSoft** integration initiatives.

Senior Engineer / API Platform Engineer — American Family Insurance | 2016–2023

- **Led the enterprise gateway consolidation**, migrating **50+ APIs from Layer 7 to Apigee X** with zero customer-impacting incidents — the foundation of the current API management platform.
- Led the Layer 7 Gateway v10 upgrade to a **99.99% uptime SLA** with automated rollback; remediated Log4j exposure through automated blocking rules and comprehensive gateway logging.
- Implemented Infrastructure as Code with Terraform across GCP and AWS; integrated ThreatX, established OAuth/OKTA authentication patterns, and automated API key and credential management.
- Built enterprise core APIs including claims integrations and MQ interfaces, supporting federated development teams across the full API lifecycle from design through production.

Owner / Web Developer — NR Web Development | 2012–2015

- Built and deployed web applications across a range of industries, owning the full lifecycle from requirements to production; administered Linux cloud servers with security hardening, automated patching, and disaster recovery.

SKILLS

API Management & Governance: Google Apigee X & Edge, Layer 7 (CA/Broadcom), MuleSoft (platform stakeholder), API program strategy, federated API delivery, API design standards, OpenAPI (OAS), Spectral linting, shared flow & policy architecture, API products & catalog, developer portals, REST & SOAP

Agentic AI & AI Gateway: AI gateway architecture, Model Context Protocol (MCP) server development, governed agent access to enterprise APIs, agent authentication patterns, LLM platform evaluation, AI-assisted developer tooling

Automation & Delivery: GitLab CI/CD, pipeline templating, automated governance gating, Infrastructure as Code (Terraform), security scanning in CI, self-service developer platforms, GitOps

Reliability & SRE: Incident response & triage, root-cause & problem management, fault-tolerant architecture, multi-region redundancy, automated failover, SLOs, disaster recovery, capacity planning

Cloud, Observability & Security: GCP, AWS, Kubernetes, microservices, cloud & hybrid networking, Datadog, ServiceNow CMDB, distributed tracing, SSL/TLS & private CA, OAuth/OKTA, Microsoft Entra ID, ThreatX, data masking

Languages & Data: Python, TypeScript/Node.js, Terraform, XSLT, SQL, BigQuery

Leadership: Cross-functional leadership, operating-model & RACI design, stakeholder management, Agile/SAFe PI planning, mentorship & hiring, architecture diagramming (Draw.io)

AWARDS & EDUCATION

Outstanding Performance Ratings, 2025 and 2022 · **2025 OneAmfam Award Nominee** — 2025 review cited Principal-level autonomous execution and strategic vision

AWS Certified Cloud Practitioner (previously certified) · API Academy Design & Architecture Boot Camp, CA Technologies

Small Business Fundamentals, Madison Area Technical College (2013) · MCSE Coursework, New Horizons (2000–01) · Business & Computer Systems, Milwaukee School of Engineering (1999–2000)