

# JEREMY BRAZELL

Forward Deployed AI Architect | AI & Data Delivery | Enterprise Program Leadership

PMP • CSM • AWS Solutions Architect • AWS AI/ML Ambassador

Marcola, OR (Remote US) • jeremy.brazell@gmail.com • linkedin.com/in/jeremybrazell • ethos-tech.ai

## PROFESSIONAL SUMMARY

Senior enterprise delivery consultant with 17 years leading AI, data, and cloud programs across a ~\$500M portfolio of Fortune 100 accounts (P&G, ViacomCBS, Redfin, American Express, Optum/UHG). Pairs product-owner discipline with hands-on AI/LLM delivery: finds the business problem in the data, designs the system to move it, and leads the cross-functional team to ship it in production. At Aviatrrix, identified a \$43M ARR retention gap across 111 accounts and designed a 4-agent generative-AI system to close it; previously managed \$106M ARR at AWS as an AI/ML Ambassador. Available for consulting and fractional engagements through Ethos AI LLC.

## SKILLS

**AI & LLM Delivery:** Generative AI, Agentic System Design, LLM Deployment, RAG Solution Scoping, AI/ML POC Development, Prompt & Context Engineering

**Product & Agile Delivery:** Product Ownership, Backlog Management, Scrum/Kanban (CSM), Agile Delivery, Engagement & Program Management (PMP), KPI/OKR Design

**Data & Analytics Delivery:** Data Platform & Warehouse Delivery (Snowflake, BigQuery), dbt, Matillion, Tableau, Analytics/Intelligence Delivery, Customer Health Scoring, Dashboards & Reporting

**Cloud & Infrastructure:** Multi-Cloud Architecture (AWS/Azure/GCP), Cloud Migration & Modernization, Digital Transformation

**Leadership & Delivery Ops:** Customer Success Strategy, Revenue Retention (NDR/GRR), Churn Reduction, Stakeholder Management, PMO Build & Scale, Cross-Functional Team Leadership, Executive Communication

**Tools:** Claude / Claude Code, Salesforce, Salesloft, Jira, Rocketlane, Slack, Snowflake, dbt, Matillion, Tableau, AWS (SageMaker, Lambda, S3), GCP (BigQuery)

## PROFESSIONAL EXPERIENCE

### Aviatrrix | Senior Engagement Manager

Mar 2025 – Present

Enterprise SaaS cloud-networking platform. Only Engagement Manager with functional depth across all 6 engagement tiers.

- Designed an agentic CSM system targeting a \$43M ARR retention gap across 111 accounts — identified a 29-point NDR delta (121% engaged vs. 92% unengaged) and architected a 4-agent generative-AI system (Health Check, No-Touch Nurture, Thought Leadership, Executive Engagement) to reduce churn and drive adoption.
- Built an AI-powered operational monitoring system using a Claude agent network across Slack, email, Rocketlane, and Jira, delivering prioritized daily briefings with customer health scores. POC advanced to a VP-level, company-scale proposal.
- Own the largest enterprise engagement (Optum/UHG, \$250K), leading a 15-person cross-functional team through multi-cloud networking architecture, onboarding, and ongoing operations.
- Overhauled engagement processes for all of Aviatrrix Professional Services, replacing ad-hoc delivery with standardized playbooks now used across every active engagement; defined KPIs for engagement health and renewal readiness.

### Amplify Consulting Partners (now Sparq) | Senior Technical Program Manager

Aug 2024 – Mar 2025

AI-native digital engineering firm delivering data, AI, and modernization programs for enterprise clients.

- Led delivery of an AI-driven pickup-volume forecasting system for a global parcel-delivery & logistics leader (Gemini, BigQuery, Streamlit on Google Cloud), moving premium expedited-air planning from manual/tribal knowledge to a production system — plan accuracy rose 17% with reduced driver overtime and unplanned spend.
- Led delivery of a secure Snowflake data warehouse for Center Street Lending, a multi-state real-estate lender (Snowflake, Matillion, Tableau), consolidating siloed systems into a single source of truth that saved the executive team 25–30 hours per week.
- Ran enterprise program delivery and workflow design across cross-functional client teams, standardizing delivery cadence and reporting.

### Livewood Consulting, LLC | Principal Consultant

Mar 2024 – Aug 2024

- Independent advisory across delivery strategy and AI/cloud program design for enterprise clients.

### Amazon Web Services (AWS) | Senior Customer Solutions Manager

Sep 2021 – Mar 2024

“COO of the Account Team.” Managed \$106M in ARR. Drove >\$1.5M in documented customer savings across cost optimization, licensing, and migration.

- Executed core aspects of Redfin's \$500M, 5-year AWS-exclusive contract, ramping a \$1M technical training program and managing a \$1M+ annual budget for the \$2.3B client; delivered cost optimization saving millions and built an in-house global training hub for AWS certifications.
- Influenced AI company EagleView to reinvest \$600K into AI by uncovering optimization savings (MSFT licensing → AWS microservices migration) and leading a POC with Application Modernization Labs.
- Led generative-AI and ML POC development across accounts — scoped use cases, built business justifications, and ran proof-of-concept cycles for LLM and machine-learning workloads on AWS infrastructure.
- Selected as an AWS AI/ML Technical Field Community Ambassador (2024), a limited cohort chosen to drive AI adoption strategy across AWS's enterprise customer base.

**2nd Watch | Senior Project Manager**

Apr 2020 – Sep 2021

- Led 2nd Watch's largest program (\$22M): the ViacomCBS cloud migration to AWS, contributing ~50% of Q1 2021 revenue and enabling the multi-billion-dollar launch of Paramount+.
- Authored the Migration Factory playbook (application discovery to final delivery), helping secure AWS Migration Competency and Premier Partner status; adopted company-wide.

**World Wide Technology (WWT) | Senior Technical Project Manager**

2015 – 2020

- Built and managed a global \$50M IT infrastructure program for Procter & Gamble: network refresh across 312 sites in 52 countries with 11 team handoffs; implemented Kanban, eliminating weeks of deployment delay.
- Exceeded team metrics by 4X for American Express on a global telepresence initiative; built Charles Schwab's data-center migration and firewall automation program. Won the 2015 PS Innovation Award for a company-wide PMO dashboard; first Certified ScrumMaster in the Southwest Region.

**ClearScale | PMO Leader**

2016 – 2017

- Created the first PMO at this AWS-focused startup, enabling 400% growth in 8 months; managed up to 70 concurrent projects across 4 PMs, saving \$64K/year through automated forecasting and reporting.

**Abrio Care | Director of IT**

2012 – 2015

- Directed technology strategy, DR, and IT lifecycle on a \$250K budget across 6 locations; launched a new ERP, built an Agile dev team (Jira/Bitbucket/Bamboo CI/CD), and cut help-desk response from 3 days to under 1 hour.

**HydroTech • CyberNinja • Method One | Technical PM / IT Leadership**

2004 – 2012

- Early-career delivery leadership including DoD/federal 8(a) contracting and standing up in-house software development teams.

**CERTIFICATIONS & EDUCATION**

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AWS AI/ML Technical Field Community Ambassador (2024) • AWS Certified Solutions Architect – Associate • PMP (PMI) • CSM (Scrum Alliance) • Russian Interpreter Certificate, Moscow University

Languages: English (native), Russian (fluent), Ukrainian (fluent)