

# Lane Cruz

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## SUMMARY

Data science and **AI** engineering leader with 10 years of enterprise experience, including more than five years delivering production AI solutions and over three years managing ML engineering teams. Leads multidisciplinary groups spanning machine learning, software, data, MLOps, and security for **customer support** environments serving engineers and customers. Shapes **technical strategy**, agentic AI roadmaps, cloud architecture, AI pipelines, evaluation practices, and production operating models. Guides programs from data discovery through secure deployment, with focus on availability, compliance, observability, and support productivity. Partners with senior leaders and service organizations to translate operational needs into scalable capabilities, communicate risks clearly, and build engineering talent. Fluent in English, with a practical record of connecting technical judgment, agile delivery, and **business value**.

## EXPERIENCE

### Director, Data Science and AI

January 2023 - Present

BluePeak Service Technologies

Redmond, WA

Direct a 14 person multidisciplinary organization across ML, software, data, MLOps, and security. Set **enterprise AI** strategy, guide agentic support capabilities, and establish operating standards for secure, available production delivery.

- Led agentic triage roadmap using retrieval and **response drafting** for support operations.
- Established **architecture** reviews and evaluation gates before production release decisions.
- Directed secure deployments with **access controls**, auditability, and **compliance** evidence.
- Introduced **MLOps** pipelines for testing, release monitoring, and rollback readiness.
- Presented progress, risks, findings, and investment tradeoffs to senior leaders.

### Senior Manager, Machine Learning Engineering

March 2020 - December 2022

Cascade Intelligence Labs

Seattle, WA

Managed two ML engineering squads delivering service automation and resilient inference systems. Connected model quality, safety, latency, and usefulness with agile planning, **production discipline**, and engineering growth.

- Managed two **ML** engineering squads delivering automation for high volume support.
- Led **issue classification** and routing initiative for faster service handling.
- Defined release criteria covering **model quality**, safety, latency, and **usefulness**.
- Standardized agile planning, design review, code review, and **incident follow up**.
- Mentored senior engineers through architecture ownership and technical decision making.

### Lead Data Scientist

June 2018 - February 2020

HarborPoint Software

Bellevue, WA

Led data science delivery across case history, telemetry, and **knowledge content**. Integrated reproducible ML pipelines with cloud applications, connected model evaluation with service outcomes, and developed emerging technical talent.

- Led **case history** and telemetry modeling initiative for service operations insights.
- Designed ML pipelines integrated with **cloud applications** and release workflows.
- Built evaluation framework connecting model quality with **operational outcomes**.
- Defined reproducible feature, experiment, and **model documentation** standards.
- Mentored junior **data** scientists through modeling reviews and experimentation planning.

### Data Scientist

October 2016 - May 2018

SummitWorks Analytics

Tacoma, WA

Built supervised models and production prediction services for **text classification** and **service demand forecasting**. Improved data preparation, validation, troubleshooting, and technical communication across ML pipeline stages.

- Built supervised text classification models for service request categorization.
- Developed demand forecasting workflows using reproducible data preparation methods.
- Deployed **prediction services** with **software** engineering partners into cloud applications.
- Investigated data quality issues affecting model stability and production behavior.
- Presented assumptions, limitations, and next steps to technical **stakeholders**.

## PROJECTS

Agentic Support Intelligence Roadmap 📅 2025

Shaped a roadmap connecting triage, retrieval, response drafting, and preventive support. Architecture reviews, evaluation gates, and production criteria kept innovation grounded in service value.

Secure ML Operations Platform 📅 2023

Established testing, release, monitoring, access control, auditability, and rollback practices for enterprise AI deployments. Work gave engineering teams a clearer path from experiment to reliable production service.

Support Automation Inference Services 📅 2022

Guided resilient inference services for issue classification and routing. Release standards balanced model quality, safety, latency, usefulness, and dependable service operations.

LEADERSHIP & AWARDS

- Enterprise AI Engineering Mentorship Program, Mentor, recognized for developing practical engineering leadership.
- Regional Machine Learning Leadership Forum, Speaker, invited to share enterprise delivery lessons.
- Senior leadership recognition for connecting AI investment decisions with service operations value.

EDUCATION

Master of Science in Data Science 2016  
University of Washington GPA: 4.0 Seattle, WA

*Coursework:* Machine learning, data engineering, statistical modeling, artificial intelligence

Bachelor of Science in Computer Science 2014  
Washington State University GPA: 4.0 Pullman, WA

*Coursework:* Software architecture, algorithms, databases, distributed systems

CERTIFICATIONS

- AWS Certified Machine Learning Specialty 📅 2025
- Microsoft Certified: Azure AI Engineer Associate 📅 2024

TECHNICAL SKILLS

- **Machine Learning:** scikit learn, supervised learning, model evaluation
- **Artificial Intelligence:** agentic AI, retrieval, response drafting
- **MLOps:** model testing, release monitoring, rollback
- **Cloud Platforms:** AWS, Microsoft Azure, cloud applications
- **Software Architecture:** inference services, distributed systems, APIs
- **Data Engineering:** data pipelines, feature preparation, validation
- **Security Controls:** access controls, auditability, secure deployment
- **Compliance Practices:** compliance evidence, governance, production readiness
- **Agile Delivery:** agile planning, design review, code review
- **Support Analytics:** issue classification, routing, demand forecasting
- **Observability:** monitoring, telemetry, incident follow up
- **Programming:** Python, SQL, software engineering
- **Knowledge Systems:** knowledge content, retrieval, case history
- **Leadership Methods:** team building, mentoring, architecture ownership
- **Communication Tools:** executive reporting, stakeholder management, technical presentations

SKILLS

- |                  |                      |                          |                         |
|------------------|----------------------|--------------------------|-------------------------|
| • Enterprise AI  | • MLOps              | • Compliance             | • Team Leadership       |
| • Data Science   | • Cloud Architecture | • Agile Development      | • Software Architecture |
| • Agentic AI     | • AI Pipelines       | • Stakeholder Management | • Customer Support      |
| • ML Engineering | • Security           | • Technical Strategy     |                         |

PROFESSIONAL AFFILIATIONS

- Enterprise AI Engineering Mentorship Program, Mentor
- Regional Machine Learning Leadership Forum, Speaker

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST