

Lane Cruz

Data Science Manager, AI

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STRENGTHS

- 🔧 **Technical Strategy**
Turned support operations needs into agentic AI roadmaps, giving senior leaders clearer investment choices and delivery priorities.
- 👥 **Team Leadership**
Led a 14 person multidisciplinary group across ML, software, data, MLOps, and security; engineers gained room to own architecture.
- ⚙️ **Production Discipline**
Introduced evaluation gates, release criteria, monitoring, and rollback practices; production conversations became calmer and more useful.
- 🗣️ **Executive Communication**
Presented risks, findings, progress, and tradeoffs to senior leaders in plain language, building confidence around difficult decisions.
- ♥️ **Service Focus**
Connected model quality with support outcomes through classification, routing, retrieval, and response work that kept customers in view.

SKILLS

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

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

BluePeak Service Technologies 📅 January 2023 - Present 📍 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

Cascade Intelligence Labs 📅 March 2020 - December 2022 📍 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

HarborPoint Software 📅 June 2018 - February 2020 📍 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

SummitWorks Analytics 📅 October 2016 - May 2018 📍 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.

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Director, Data Science and AI at BluePeak Service Technologies (3.7 Years)
- Senior Manager, Machine Learning Engineering at Cascade Intelligence Labs (2.8 Years)
- Lead Data Scientist at HarborPoint Software (1.7 Years)
- Data Scientist at SummitWorks Analytics (1.6 Years)

- 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

University of Washington 🎓 GPA: 4.0 📅 2016 📍 Seattle, WA

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

Bachelor of Science in Computer Science

Washington State University 🎓 GPA: 4.0 📅 2014 📍 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

PROFESSIONAL AFFILIATIONS

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST