

# Ali Carr

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## SUMMARY

Experienced AI Engineering Manager with over 7 years in customer-focused technical roles, specializing in deploying AI and SaaS solutions within enterprise environments. Proven leadership in managing teams and driving innovative projects that enhance customer engagement through advanced technology. Led diverse teams to develop successful deployments of complex AI projects while ensuring adherence to best practices. Strong collaboration with cross-functional partners marked by transparency and accountability helped facilitate understanding across technical and business arenas. Looking forward to a new role that further harnesses my skills and fosters customer satisfaction.

## EXPERIENCE

### AI Engineering Manager

March 2021 - Present

Tech Solutions Group

Chicago, IL

In this role, oversee a team focused on utilizing AI for enhancing client solutions. Responsibilities include developing strategies, and aligning project outcomes with business goals, ensuring pertinent integration of technologies. Actively manage timelines, scope, and performance monitoring, fostering strong partnerships among stakeholders.

- Led a team of engineers designing innovative AI solutions for various client challenges.
- Successfully launched numerous AI-driven applications improving customer interaction quality.
- Streamlined communication between engineering teams and stakeholders, boosting overall efficiency.
- Coordinated projects ensuring adherence to quality standards and timely delivery.

### Senior AI Engineer

June 2018 - February 2021

DataTech Corporation

Aurora, IL

Focused on data-improvement initiatives via machine learning, collaborating closely with product teams to yield impactful results. Developed protocols to streamline service offerings and integrate enhanced functionality into existing systems.

- Implemented AI models leading to improved operating procedures and service response.
- Built robust relationships with key stakeholders, relaying ongoing project updates effectively.
- Drove integrations of learning solutions, facilitating more efficient workflows throughout processes.
- Provided suggestions based on comprehensive analysis enhancing reporting structures and tools.

### AI Engineer

August 2015 - May 2018

Innovative Solutions LLC

Peoria, IL

Engaged in development cycles focusing on user-centric applications, actively collaborating across teams. Played a pivotal role in training peers and driving initiative discussions that shaped strategic capabilities.

- Executed design and buildout of essential AI frameworks assisting improved user interface experience.
- Training sessions delivered successfully equipping fellow engineers with insight on current methodologies.
- Worked together with product management teams in elevating the application's functional reach per market feedback.
- Advocated tech insights that sharpened understanding of how AI serves distinct customer needs.

## LEADERSHIP & AWARDS

- Certified AI Engineer, 2020
- Project Management Professional (PMP), 2019

## EDUCATION

### Bachelor's Degree in Computer Science

2015

University of Illinois GPA: 3.5

Champaign, IL

*Coursework: Data Structures, Algorithms, Machine Learning, Software Development*

## CERTIFICATIONS

- Certified AI Engineer 2020
- Project Management Professional (PMP) 2019

## TECHNICAL SKILLS

- AI Implementation Tools:** TensorFlow, Keras, PyTorch
- Version Control Systems:** Git, GitHub, Bitbucket
- Development Platforms:** AWS, Azure, Google Cloud

- **Contact Center Solutions:** Genesys, Five9, NICE
- **API Technologies:** REST, GraphQL, SOAP
- **Testing Frameworks:** Jest, Mocha, Chai
- **Database Management Systems:** MySQL, PostgreSQL, MongoDB
- **Containerization Tools:** Docker, Kubernetes, OpenShift
- **Monitoring & Logging Tools:** Prometheus, Grafana, ELK Stack
- **Collaboration Tools:** JIRA, Trello, Asana

**SKILLS**

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- AI/ML Solutions
- Python
- TypeScript
- Go
- SaaS Deployment
- Team Leadership
- Stakeholder Management
- Voice Technologies
- Cloud Platforms
- Machine Learning
- Data Integration
- Software Development
- Customer Engagement
- Technical Architecture
- Problem Solving
- Quality Assurance

**PROFESSIONAL AFFILIATIONS**

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- Society of Artificial Intelligence Professionals
- IEEE Computer Society

**LANGUAGES**

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- English (Native)
- Spanish (Intermediate)

**ADDITIONAL INFORMATION**

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

**REFERENCES**

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AVAILABLE ON REQUEST