Erik Warren

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Content Strategy Manager, Ford Model e,   Aug 2024 - Present

- Responsible for ownership and implementation of all content supporting Ford's proactive outreach program (agent guides, agent scripting, and knowledge articles).
- Launched AI Chatbot at Ford call center that is trained on proprietary knowledge articles which resulted in improved customer success metrics.
- Launched 24/7 Roadside Support and 0% State of Charge Supporting national campaign titled "Ford's Power Promise"

AI Experience Design Manager, Ford XD,   Sep 2022 – Aug 2024

- Spearheaded the rapid prototyping of next-generation customer experience products across multiple platforms.
- Led the integration of AI technologies into future product roadmaps, enhancing product innovation.
- Advocated for Agile methodologies, emphasizing a Build, Measure, Learn philosophy to streamline product development.
- Directed hands-on prototype development, including software, hardware, electronics, and materials, to create comprehensive solutions.
- Oversaw successful Pilot and MVP launches, scaling projects from initial concepts to widespread implementation.
- Pioneered efforts to leverage Large Language Models (LLMs) to elevate preventative vehicle service, utilizing custom API tool usage for scheduling appointments and utilizing Retrieval-Augmented Generation (RAG) for precise knowledge retrieval.

Software Artisan, Ford Motor Company,   Jan 2021 – Sep 2022

- Formed and upskilled high-performing software product teams, driving Ford's competitive edge in software solutions.
- Initiated and led product teams, supporting new initiatives and ensuring engineers' proficiency in modern software development practices.
- Utilized a full stack of technologies, including React, TypeScript, Kotlin, and Java, to develop and deploy software solutions.

Software Craftsperson, Ford Motor Company,   Jan 2019 – Jan 2021

- Educated internal Software Engineers in Test Driven Development and clean code principles using modern web frameworks.
- Conducted instructor-led courses and hosted job shadowing programs to enhance coding skills and full-stack development knowledge.
- Developed the education platform journey.ford.com, employing Angular, TypeScript, Java, and MySQL.

Big Data Software Engineer, Ford Motor Company,   Jan 2017 – Jan 2019

- Managed the continuous flow of data into and out of Ford's Hadoop big data warehouse, improving data accessibility and analysis.
- Developed Java MapReduce workflows and APIs, facilitating efficient data processing and customer access to vehicle data.

Ford College Graduate, Ford Motor Company,   Mar 2014 – Jan 2017

- Participated in a 3-year rotational program, gaining diverse experience in technical and business roles across the company.
- Roles included IT Plant Support, IT Data Hubs Analyst, and Project Manager for Marketing Sales & Services.

Education – Oakland University   Rochester, MI

M.S. IT Management – Business Analytics, April 2018
B.S. Management Information Systems, December 2013

Technology Skills

- AI: LLM, Image Generation, Computer Vision
- Software: Full Stack - Java, Kotlin, SpringBoot, Node, React, Vue, TypeScript, JavaScript
- Cloud & CI/CD: Pivotal Cloud, Google Cloud, Jenkins, GitHub, Docker
- Data: SQL, MongoDB, Hadoop

Additional Achievements

- Pioneered the adoption of a psychologically safe work environment within Ford IT, leading discussions and training for over 50 supervisors and managers.
- Nominated for the Ford NEXT Changemaker Award for demonstrating exceptional leadership qualities.
- Active university recruiter and public speaker for Ford Global Recruiting Team.