

# Erik Warren

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## AI Experience Designer, Ford XD,

Sep 2022 – August 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,

January 2021 – September 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,

January 2019 – January 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](https://journey.ford.com), employing Angular, TypeScript, Java, and MySQL.

## Big Data Software Engineer, Ford Motor Company,

January 2017 – January 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, March 2014 – January 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.