# Erik Warren

Detroit, MI l 586-549-6560

[erikjwarren@gmail.com](mailto:erikjwarren@gmail.com)

portfolio.erikwarren.com

## Director of Product - Founder, Pocket Panel AI,          Apr 2025 - Present

- Launched an AI powered mobile product across all digital platforms: iOS, Android, Web
- Went from idea to market in four months while leading strategy, design, and delivery
- Followed agile product development and design methodologies with an emphasis on the build, measure, learn philosophy
- Applied full stack engineering practices paired with AI to design, code, and test, and improve in lean, agile sprints increasing speed of delivery and quality of product.
- Leveraged research and UX insights to deliver an end to end experience customers love.
- Core features include AI powered professional development coaching, guided workshops, virtual board meetings, and virtual focus groups.  Additional features include action items and progress tracking capabilities allowing users to have an objective driven bias for action.
- Built and maintain strong relationships with investors, business leaders, and charitable organizations around topics such as partnerships and joint venture initiatives.

## 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.

## Data 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.