SARAH M. BROWN

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Professional Summary

Senior AI & Automation Leader operating at the intersection of technology strategy, architecture, and intelligent transformation. Skilled at designing enterprise AI roadmaps, orchestrating automation programs across Salesforce, NetSuite, and ERP ecosystems, and leading cross-functional teams to deliver measurable business outcomes. Recognized for translating business challenges into scalable, data-driven solutions that unlock efficiency, accelerate growth, and drive innovation across SaaS and healthcare organizations.

Strategic Leadership & Innovation Highlights

Architected Tebra's first enterprise AI roadmap, integrating Salesforce, Workato, and chatbot automation to reduce support case volume by 20% and generate 1M in saved cost annually.

Developed a first-of-its-kind data reconciliation process, leveraging AI to design automated resolution paths and exception handling logic, establishing a new operational standard for data accuracy and decision automation.

Designed multi-phase AI Agent Framework (featured on serruhb.github.io), demonstrating a scalable approach to deploying intelligent agents for automation, contract reconciliation, and financial reporting.

Directed cross-functional automation initiatives across Finance, Operations, and Sales, reducing manual workload for 17K+ customers and compressing cycle times by up to 80%.

Led hybrid team of 5 (2 direct, 3 dotted-line) delivering end-to-end process transformation programs and establishing automation governance standards.

Advocated for innovation culture, publishing prototypes and frameworks in an open Innovation Portfolio to inspire AI adoption and operational excellence.

Professional Experience

TEBRA – Senior AI & Automation Engineer
Remote – Newport Beach, CA | July 2024 to Present

- Defined and executed enterprise AI strategy, integrating automation into core operational and customer engagement processes.
- Deployed the Workato GO Genie chatbot, achieving 50 qualified leads within one month and a 20% reduction in support volume.
- Automated Salesforce CPQ and contract amendment workflows, creating enterprise-wide data visibility and unlocking previously untapped metrics and forecasting capabilities.
- Partnered with leadership to align automation and AI initiatives with business growth objectives and long-term data governance goals.
- Designed and implemented a customer profile providing customer specific context, reducing research time from 15–20 minutes to under 2 minutes and enabling faster, data-driven customer interactions.
- Drove initiatives in data modeling, process engineering, and automation across Salesforce and NetSuite environments, aligning AI strategy and enterprise workflows with organizational growth goals.

ALLEGRO MICROSYSTEMS – Business Systems Analyst

Contract – Manchester, NH | January 2023 to January 2025

- Championed KPI-driven reporting and adoption tracking, enabling clearer data ownership, faster deployments, and improved cross-team collaboration.
- Implemented a Salesforce change management process, accelerating request handling and improving governance for system enhancements.
- Built first-of-its-kind reporting capabilities across teams, giving leadership visibility into productivity and role alignment.
- Created the company's first modular enablement content framework, allowing for continuous content revision, up-to-date documentation, and scalable templates for future training and onboarding.
- Partnered with business units to align initiatives with strategic objectives, ensuring measurable impact.
- Designed and implemented a document lifecycle automation system for manufacturing operations, enabling real-time content updates, version control, and streamlined review cycles across teams.

WETT – Operations Project Lead

Austin, TX | July 2021 to December 2022

- Delivered operational improvements that generated an estimated $700K in cost savings, through tracking, automation, and process streamlining vendor engagement and analysis.
- Automated RTAC and SCADA functions, enhancing system reliability, reducing downtime, and mitigating operational risks.

- Engineered a substation validation automation process to ensure accurate naming and assignment for breakers, buses, and substations, improving data integrity and reducing commissioning errors.
- Maintained Oracle asset management systems and standardized commissioning processes to ensure compliance and efficiency.
- Partnered with Finance to reconcile ledgers, improving financial accuracy across multiple divisions.
- Created documentation, playbooks, and training to scale operational best practices across teams.

SHI – Operations Analyst

Austin, TX | March 2020 to July 2021

- Consolidated two teams performing manual invoicing (five FTEs) by developing an automated invoicing workflow, shifting focus from data entry to data integrity.
- Spearheaded automation and process redesign efforts, improving invoice turnaround time and reducing operational errors.
- Designed Power BI dashboards to deliver actionable insights, enabling leadership to make data-driven decisions faster.
- Managed database ETL processes and compliance documentation, ensuring secure, accurate reporting.
- Established scalable documentation standards, enhancing knowledge sharing and team efficiency.

Technical Skills

- Programming: Python (Adv), VBA (Adv), HTML & CSS (Adv), JavaScript (Int), SQL (Adv), R (Int), Ruby (Int), Linux (Adv), C# (Beg), APEX (Int), D3 (Beg)
- Enterprise Software & ERPs: Oracle (Fusion, NetSuite, ERP), MS Dynamics (CRM & ERP), Salesforce (CPQ, Propel PLM)
- Integration & Automation: Workato, Boomi, Mulesoft, Power Automate
- Data Analytics & BI: Excel (Adv), Power BI (Int), Tableau (Int), Airtable
- Collaboration & Productivity: M365, Google Workspace, SharePoint, Confluence, Airtable, Lucidchart, Figma, Visio, Jira, Asana

Education

Columbia College – Math and Chemistry

University of Texas, McCombs School of Business – Data Analytics

Midlands Tech – Associate Degree