Christopher Fiorelli

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PROFESSIONAL SUMMARY

Technical Program Manager with 10+ years leading program operations, ML research support, and cross-functional delivery across AI, LLM, SaaS, data platforms, and cloud services. Expertise in compliance operations, data pipelines, vendor management, API platforms, operational automation, and technical coordination. Proven collaborator with ML researchers, legal teams, engineering, and product leadership to scale complex technical programs. Ex-Google Geo (Street View/Maps) and Bing ML; SQL/Python hands-on; ML/AI ops focus.

PROFESSIONAL EXPERIENCE

Technical Program Manager, Allen Institute for Artificial Intelligence   August 2023 - February 2025

Led operations and product management for APIs while overseeing strategic AI/LLM initiatives.

- Led the Adoption program, representing one-third of AI2's annual institutional goals, reporting directly to the CEO.
- Oversaw road mapping for API initiatives, ensuring alignment between user needs and organizational objectives to drive innovation and efficiency.
- Developed and maintained strong stakeholder management relationships, collaborating with cross-functional teams and executives to define project goals, priorities, and timelines, ensuring alignment and successful project execution.
- Expanded API utilization from 1,000 to 5,000 active accounts year-over-year by producing technical documentation, webinars, and Python code examples optimizing user integration.
- Built and operationalized legal compliance processes to ensure export controls for over 3,000 global entities.
- Guided engineering implementation to deliver state-of-the-art API features aligned with developer needs.
- Coordinated AI2's presence at Defcon AI Village 2024, organizing red-teaming events for the large language model OLMO in collaboration with external security partners.
- Managed the organization's first major website redesign in over a decade, leading the web development team through full implementation.
- Hired and led teams for customer support, technical writing, and community management, improving developer experience and API support infrastructure.
- Developed AWS API key audit automation scripts to identify and mitigate compliance risks across thousands of credentials.

Data Scientist, Global Overview   July 2021 - June 2023

Researched and delivered technical solutions to unblock company objectives.

- Built Python-based clustering pipelines to automate preprocessing of marketing keyword datasets, improving labeling efficiency reducing business analyst time by 20%.
- Led road mapping efforts for strategic initiatives, integrating new features and updates into key data science projects to align with business objectives and ensure timely delivery.
- Produced interactive visualizations and established custom SQL/PostgreSQL database connections in Tableau.

- Applied Agglomerative Clustering and TF-IDF analysis to optimize data grouping for marketing analytics and ML ingestion which lowered CPC by 15%.
- Led technical coordination with engineering to unblock data ingestion pipelines for Amazon Marketing Cloud.

Partner, PFG Partnership, Commercial Property Management   January 2019 - September 2022

Led overall direction of the property management operations.

- Oversaw environmental, legal, and chemical engineering consultants on remediation projects.
- Managed construction vendors while monitoring budgetary and regulatory commitments
- Performed lease negotiations with commercial renters

Sr. Associate Analyst (Contract), Microsoft, Bing Machine Learning   March 2016 - August 2019

Managed delivery of artificial intelligence training datasets for Bing.

- Managed global annotation vendor teams delivering training data for Bing ML models, directly supporting model development and deployment.
- Defined annotation task design, workflows, KPIs, and QC systems improving labeling precision and model accuracy.
- Implemented automation pipelines and vendor outsourcing strategies generating $3M in annual operational cost savings.
- Built PowerBI dashboards for real-time annotation throughput, quality, and operational health monitoring.

Operations Lead (Contract)**,** Google, Street View   February 2014 - February 2016

Operations management to obtain high-value imagery based on product analytics.

- Managed GIS imagery acquisition programs, vendor partnerships, and global operations supporting product development.
- Negotiated vendor contracts achieving $2M in operational savings.
- Automated reporting pipelines reducing management overhead by 20%.
- Supervised pilot annotation and data labeling projects supporting emerging GIS data products.
- Launched 'net new miles' efficiency metric & dashboards; cut map-viz refresh 12h→3m; improved routing of field ops.

Operations Specialist (Contract), Amazon, Fulfillment By Amazon   December 2012 - November 2013

Resolved algorithmically detected errors to maintain FBA inventory integrity.

- Maintained US FBA inventory integrity by successfully resolving 25% of inventory errors.
- Authored training and onboarding materials.
- Researched databases to justify feature requests which helped improve the accuracy of our work.

Project Lead (Contract), Google, Geo   May 2010 - May 2012

Led operations for internationally based GIS teams.

- Managed international GIS annotation teams and pilot projects supporting Google Maps data expansion.
- Streamlined operational processes by introducing documentation and auditing roles.

EDUCATION & CERTIFICATION

Certificate: AI Product Management, University of Washington   In Progress, Expected 2025

Certificate: CS50 Introduction to Computer Science, Harvard   In Progress, Expected 2025

AMC: Clean Room Analytics Practitioner   2022

Coursera Introduction to Programming Using Python   2021

Certificate: Cybersecurity, University Of Washington   2019

PUBLICATIONS

The Semantic Scholar Open Data Platform https://arxiv.org/html/2301.10140v2   2025

To Err is AI : A Case Study Informing LLM Flaw Reporting Practices https://arxiv.org/html/2410.12104v1   2024