COLIN JAMES, MSCS

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SUMMARY

Engineering Leader with 5+ years of experience directing high-scale AI ecosystems and enterprise-grade SDLC automation.

PROFESSIONAL EXPERIENCE

AT&T   **Seattle, WA**
Principal Product Development Engineer   June 2024 - Present

- **Strategic Architecture & SDLC Leadership:** Engineered the Unified Front Door (UFD) to centralize intake for 16,000+ users, standardizing the "First Step" of the enterprise SDLC to automate workflows and bridge business-engineering friction.
- **Generative AI Orchestration:** Directed technical oversight of LLM integrations, specifically Ask Architect AI (Azure OpenAI), automating architectural reviews to accelerate developer velocity.
- **Ecosystem Management:** Serves as Product Owner for a mission-critical stack (Quickbase, Power BI, Azure AI), managing a $2.5B technology service portfolio.
- **Cross-Functional Team Lead:** Orchestrate a multi-disciplinary team of engineers and data scientists to build Agile tools, integrating Microsoft ecosystem technologies across the global software lifecycle.

AT&T   **Dallas, TX**
Lead Manager - Product Development   October 2023 – May 2024

- **Cloud Migration Architecture:** Orchestrated the product strategy and technical roadmap for migrating 360 legacy applications to Azure, achieving a 40% reduction in downtime and securing $18M in annual operational savings.
- **Enterprise Modernization:** Directed a high-impact Cloud Modernization initiative, overseeing the transition of business-critical systems to cloud-native environments to improve global scalability.
- **Data Engineering & Analytics:** Engineered automated data pipelines and Power BI analytics dashboards that enhanced decision-making accuracy by 50%, resulting in an additional $5M in annual cost avoidance.

AT&T   **Dallas, TX**
Senior User Experience Designer   August 2021 – October 2023

- **Systems Architecture:** Architected scalable UI systems for 2,000+ legacy applications, leading the strategic deprecation of 50 redundant apps and treating UI components as engineering systems to ensure seamless enterprise integration.
- **Data-Driven Optimization:** Designed customer journeys for 500,000 fiber customers, using A/B testing to reduce churn by 20% and improve user engagement by 30%.
- **Systemic Automation:** Increased user satisfaction by 80% and reduced support tickets by 50% through self-service automation and standardized design patterns

AT&T   **Dallas, TX**
Product Manager   January 2021 – August 2021

- **Engineering Team Leadership:** Managed a high-performing team of 80 engineers to modernize AT&T's mobility network infrastructure, driving a 20% increase in productivity and accelerating delivery timelines by 15%.
- **Cloud Adoption Roadmap:** Developed and executed the strategic roadmap for cloud transformation, delivering $5M in cost savings within the first quarter while significantly enhancing system reliability and performance.
- **Scalable Systems Infrastructure:** Focused on improving architectural reliability and infrastructure scalability through Lean-Agile methodologies, ensuring the network could support increased data demands.

EDUCATION

Georgia Institute of Technology, College of Computing   **Atlanta, GA**
Master of Science in Computer Science, Concentration: Human-Computer Interaction & Machine Learning
Relevant Coursework: HCI, Natural Language Processing, Machine Learning, Mobile Ubiquitous Computing, Game AI, AI Ethics, Video Game Design, Educational Technology, Global Entrepreneurship, Digital Marketing

University of Washington, Michael G. Foster School of Business   **Seattle, WA**
Bachelor of Arts in Business Administration, Concentration: Management Information Systems

CERTIFICATIONS

Programming Nanodegree, *Udacity*	April 2023
User Experience Designer Nanodegree, *Udacity*	June 2021
Certified SAFe 5 Product Owner / Product Manager, *Scaled Agile Inc.*	April 2021
Certified SAFe 5 Agilist, *Scaled Agile Inc.*	March 2021