

David Graves | PMP | M.S. CS – AI/ML (Expected May 2026)

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Executive Summary

Strategic, award-winning senior leader with 12+ years driving enterprise-level transformation across technology, cybersecurity, data governance, IAM, and client operations. Recognized for bridging business and technical domains, leading cross-functional programs, and delivering scalable solutions that enhance security, efficiency, and customer experience. Adept at translating complex requirements into actionable roadmaps, managing vendor transitions, and guiding organizations through modernization and digital transformation.

Core Competencies & Technical Skills

- Program & Product Leadership (Agile/SAFe, Jira, Confluence)
- Identity & Access Management (IAM), RBAC, Zero Trust
- Cybersecurity Governance & Compliance
- Data Governance & Stewardship
- Operational Excellence & Process Optimization
- Vendor Management & Contract Transitions
- AI/ML Foundations, Python, SQL, OpenCV, Data Pipelines
- Advanced Excel, Power BI, Dashboarding

Professional Experience

Senior Manager, Client Services – TIAA (2014–2026)

- Directed enterprise IAM strategy for 1,000+ user migration, achieving zero-defect execution and \$25M+ in savings.
- Led RBAC design, access provisioning, and cybersecurity alignment, ensuring compliance and robust data governance.
- Served as Data Steward, Privacy Lead, and Business Continuity Manager, strengthening governance and risk mitigation.
- Managed UAT and technology readiness for 500+ associates, including VDI validation and access certification.
- Acted as liaison between IT, Cyber, Data Engineering, Operations, and Compliance, translating business needs into technical requirements.
- Oversaw vendor transitions, contract negotiations, and operational integration for large-scale programs.
- Delivered operational excellence initiatives that improved efficiency, reduced defects, and enhanced customer experience.
- Product Owner for Pathfinder system, enabling 120,000 case resolutions

- Designed and implemented dashboards and analytics for data-driven decision-making.
- Led Agile ceremonies, backlog refinement, and cross-team coordination.
- Drove modernization initiatives leveraging automation, AI/ML, and digital workflow optimization.
- Recognized as 2× TIAA Values Champion, Gold Stevie Award winner, NICSA NOVA Award recipient, and NSLS inductee.

Education

M.S., Computer Science (AI/ML) – Colorado State University Global (May 2026)

B.A., Psychology – University of Colorado Boulder

Certifications & Awards

- Gold Stevie Award – Customer Service & Technology Innovation
- NICSA NOVA Award – Operational Excellence
- 2× TIAA Values Champion

Additional Highlights

- Known for strategic clarity, cross-functional influence, and operational rigor.
- Passionate about AI/ML, cybersecurity, and building scalable technical programs.