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Braintrust Hiring Team

Re: Customer Solutions Architect

Two years ago, I co-founded an AI Transformation Initiative at Tyler Technologies because I saw our team spending hours on tasks that LLMs could handle. I built evaluation pipelines to test prompt variations, automated documentation workflows, and learned something important: without visibility into how AI behaves in production, you're flying blind. That's exactly the problem Braintrust solves, and it's why this role caught my attention.

The Customer Solutions Architect role calls for someone who can help teams deploy and operate Braintrust in production, whether managed cloud or self-hosted. That's been my job for five years. I've deployed software across 100+ customer environments: migrating organizations into our managed cloud, configuring on-prem installations in their infrastructure, and supporting hybrid setups. I've debugged issues across SDK, API, and infrastructure layers. I've owned proactive health checks and reliability guidance for self-hosted customers. I know what it takes to keep production environments running smoothly.

I also know how to work with customers. I've delivered 120+ technical enablement sessions, created implementation playbooks adopted across 87% of projects, and resolved 13 of 14 executive escalations without commercial concessions. I can write Python scripts, debug API calls, and explain architectural trade-offs to a CTO in the same conversation. The blend of technical depth and customer empathy is where I do my best work.

Braintrust is tackling the reliability problem that matters most in AI development right now. The teams you're working with (Notion, Stripe, Zapier, Vercel) are shipping AI into production and need to know it works. I want to help them do that. I'm comfortable with autonomy, ambiguity, and the pace of a startup. I'm ready to contribute from day one.

I'd love to discuss how my experience with AI workflows, production deployments, and technical customer success can help Braintrust's customers succeed. Thanks for considering my application.

Best,

Jake Lawrence