

Nick Reith, Ph.D.

Solutions Architect | Enterprise AI & RAG Expert | Product Owner

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Professional Summary

Enterprise Solutions Architect with 7+ years at Dell Technologies, specialized in architecting and deploying **Enterprise Search (RAG)** and **Agentic AI** platforms for **60,000+ users**. Uniquely qualified candidate with **direct hands-on experience deploying Glean** within a complex hybrid-cloud environment.

Combines deep technical expertise in **Kubernetes, Cloud Networking, and Identity Management (IAM)** with a Ph.D. background in **Social Network Analysis** (graph theory), enabling a native understanding of Glean's Enterprise Knowledge Graph. Proven track record of bridging the gap between complex engineering architectures and executive business strategy to drive adoption and \$100M+ in business value.

Technical Skills

- **Enterprise Integration:** API Design (REST/gRPC), Hybrid Cloud Networking (AWS/Azure/On-prem), IAM & SSO (OIDC, SAML, RBAC), Microservices Architecture, Distributed Systems.
 - **AI & Search Architecture:** Enterprise Search (RAG), Vector Databases (Milvus, Pinecone), Semantic Caching, Agentic Workflows (LangGraph, CrewAI), LLM Evaluation (RAGAS, MLFlow).
 - **DevOps & Infrastructure:** Kubernetes (Multi-cluster/HA), Terraform, Ansible, Linux/Container Optimization, Global Load Balancing, Observability (Prometheus, Grafana, Splunk).
 - **Security & Compliance:** PII Anonymization, OWASP for LLMs, Adversarial Robustness, Audit Logging, CVE Scanning, Enterprise Governance.
 - **Programming:** Python (Advanced), Go, SQL, Bash.
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Professional Experience

Solutions Architect / Product Owner - AI Acceleration Platform

Dell Technologies | Round Rock, TX | 2021 – Present

Architect and Technical Advisor for Dell's internal AI platforms. Acted as the "CTO" for internal enterprise customers, guiding adoption from Beta to 60,000+ users.

Enterprise Search & Glean Deployment * Glean Implementation: Architected the technical solutioning and security integration for a major **AWS hybrid-cloud deployment of Glean** (Sales Chat). Successfully resolved complex networking, firewall, and IAM role-mapping challenges to integrate Glean into Dell's restrictive enterprise environment. * **RAG Platform Architecture:** Designed and built "**AskDell**", an internal competitor/analogue to Glean. Gained intimate knowledge of the challenges customers face when indexing enterprise data (SharePoint, Confluence, ServiceNow) and managing semantic relevance. * **Intent-to-Agent Routing:** Engineered a high-throughput routing engine handling millions of sessions. Reduced "incorrect agent" transfers by 40%, demonstrating deep experience in the "Agentic" capabilities Glean is now pivoting toward.

Customer Advisory & Post-Sales Success * Scale & Adoption: Guided internal business units through the architecture and design of AI integration, scaling platform adoption to **350%+ QoQ growth** and delivering **\$100M+ in business value**. * **Technical Enablement:** Created the "Day-One Dev Setup" and authored 150+ technical documents to help customer teams integrate with the platform. Led "Deep Dive" workshops on GenAI literacy, directly enabling non-technical stakeholders to leverage complex tools. * **Strategic Partnerships:** Served as the primary technical liaison for high-stakes alliances with **VMware and NVIDIA**, aligning technical roadmaps with customer business goals.

Infrastructure, Security & Reliability * High Availability Engineering: Maintained **100% uptime** during critical business events (Black Friday) via automated scaling policies and load testing. * **Security Architecture:** Implemented RBAC for Tool-Use and Model Context Protocol (MCP) servers, ensuring strict adherence to enterprise security audits—a critical requirement for Glean's financial/enterprise clients. * **Observability:** Migrated reactive alerting to proactive AIOps (Prometheus/Splunk), reducing support tickets per user by 75%.

Sr. Data Scientist / Machine Learning Engineer

Dell Technologies | Round Rock, TX | 2018 – 2021

Founding member of the Data Science practice; established core MLOps standards and CI/CD pipelines.

- **API & Integration:** Developed production-grade **Python (FastAPI)** and **C#** APIs to serve low-latency inference (<50ms) to front-end business applications.
- **Pipeline Automation:** Built end-to-end CI/CD pipelines (Azure DevOps/GitLab) including automated security scanning and secrets management, streamlining the “onboarding” of new models for internal customers.
- **Drift Detection:** Engineered automated test harnesses to detect data drift (PSI/KS tests), creating self-healing loops that ensured long-term reliability of deployed solutions.

Post-Doctoral Data Scientist

University of Texas at Austin | Austin, TX | 2017 – 2018

Lead engineer for large-scale data ingestion pipelines, transforming unstructured data into structured knowledge.

- **Unstructured Data Ingestion:** Engineered parallelized pipelines to ingest and parse **100M+ heterogeneous XML records**, managing the exact type of “messy enterprise data” Glean connects to.
- **Natural Language Processing:** Developed Topic Modeling pipelines to transform 20 years of unstructured text into structured **Knowledge Graphs**, mapping relationships between entities and organizations.

Ph.D. Researcher (Computational Sociology)

University of Texas at Austin | Austin, TX | 2014 – 2017

- **Social Network Analysis (SNA):** Specialized in mapping relationships between people, content, and activity. This academic background provides a foundational understanding of the “**Enterprise Graph**” technology that powers Glean’s relevance engine.
- **Predictive Modeling:** Used spatio-temporal survival analysis to model complex social dynamics and “viral” spread of information.

Program & Policy Advisor

United Nations Development Programme (UNDP) | NYC & Beirut | 2005 – 2010

- **Strategic Advisory:** Acted as a trusted advisor for an **\$880M portfolio**, bridging the gap between technical quantitative metrics and executive decision-making for 18+ country offices.
- **Crisis Management:** Served as Security Focal Point, managing high-stakes risk mitigation and personnel security in volatile environments.

Education

- **Ph.D. in Sociology (Politics & Statistical Methods)** | UT Austin | 2017
 - *Specialization in Social Network Analysis and Demography*
 - **Fulbright Fellowship** | Damascus, Syria | 2005
 - **M.A. in Arab Studies** | Georgetown University | 2004
 - **B.A. in French, Spanish, Religious Studies** | NYU | 2002
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Languages

- **English:** Native
 - **French:** Expert
 - **Spanish:** Expert
 - **Arabic:** Fluent
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Awards & Recognition

- **Dell Technologies:** LTI Stock Award (AI Product Management), President's Awards (x2), Game Changer Awards (x3).
- **Academic:** Fulbright Fellowship, Phi Beta Kappa.