

BRANDY GUILLORY

AI Engineer | CTO — Workforce Intelligence Group | Thought Leader

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SUMMARY

Strategic technology leader with 30 years in tech and 16.5 years at IBM. Track record of guiding large-scale modernization and transformation initiatives across AI, cloud strategy, infrastructure, and application development. Proven ability to translate technical complexity into business outcomes — driving multi-million dollar deals, rescuing failing AI initiatives, and building the operating models that scale enterprise innovation. Expertise in AI governance, MLOps, data science, and end-to-end solution architecture for financial services and Fortune 500 clients.

EXPERIENCE

AI Engineer (Senior Software Engineer)

IBM — Technology Sales, US Financial Services

Oct 2024 – Present | Baton Rouge, LA

- Design and deliver end-to-end AI solution architectures for financial services enterprise clients
- Develop AI solutions enhancing customer efficiencies, reducing costs, and increasing ROI
- Collaborate with clients to co-create AI transformation strategies and innovative solutions
- Rescued failing AI initiative — improved model accuracy from 20% to 80%+ weeks before go-live
- Serve as trusted technical advisor to enterprise accounts across financial services

Senior Customer Success Architect

IBM — Technology Sales, US Financial Services

Jan 2021 – Oct 2024 | Baton Rouge, LA

- Spearheaded transformative initiatives using Data & AI, aligning technology strategies with business objectives
- Led cloud migrations and infrastructure modernization projects, resolving deployment blockers
- Supported 70+ enterprise accounts contributing to \$2M ACV, 21% amplification, 8% referencability
- Built trusted advisor relationships communicating complex technical concepts to non-technical stakeholders
- Achieved Technical Specialist Level 3 certification — Thought Leader (2023)

Technical Customer Success Manager

IBM — Watson & Cloud Platform / Data Science & AI

Feb 2018 – Jan 2021 | San Jose, CA

- Drove 8% growth in service consumption across Financial Services sector
- Designed end-to-end AI architecture during COVID achieving 30%+ cost reduction for client
- Managed strategic direction, technical staff coordination, and complex project deliverables on time and within budget
- Built 12 executive dashboards and achieved 25-35% reduction in unworked CTAs

Digital Customer Success Manager

IBM — Watson Data Platform

Mar 2017 – Feb 2018 | San Jose, CA

- Led Gainsight platform adoption — built playbooks, training videos, dashboards, and office hours
- Led successful on-premises to public cloud transition for enterprise clients
- Implemented performance metrics enhancing client skills, productivity, and service quality

QA Lead & Product Owner / Business Analyst

IBM — DB2 Tools for z/OS (Mainframe)

Sep 2013 – Feb 2017 | San Jose, CA

- Resolved 1,000+ defects improving product stability and IT infrastructure reliability
- Led migration of RTC tracking systems through training, phased scheduling, and post-migration testing
- Co-led zAnalytics / Techseller Boot Camp for 300+ global attendees with hands-on labs

Software Engineer (Mainframe)

IBM

Jul 2009 – Aug 2013 | San Jose, CA

- Coded and tested 50 field-reported issues, 70 UI panels, fixed 300+ defects and 3 design issues
- Designed and implemented 29 automated scripts using Java, Selenium, Visual Studio, VMWare, XML, and Linux
- Performed maintenance upgrades on IDAA Netezza simulators running on Linux

Support Engineer III

Tenmast Software

Jun 2002 – Jun 2009 | Ruston, LA

- Created technical documentation and conducted client training sessions
- Initiated process improvements streamlining operations; served as Delphix Database Administrator

Network Administrator

Lafayette Housing Authority

Oct 2000 – Jun 2002 | Lafayette, LA

- Supervised network administration and Citrix/Novell server maintenance
- Led employee development training on PC software applications

EDUCATION

MS, Management of Technology — New York University, Polytechnic School of Engineering (2014–2016)

BS, Computer Science — Grambling State University (2005–2009)

AS, Electronics Technology — Remington College (1998–2000)

CERTIFICATIONS & LEADERSHIP PROGRAMS

- IBM L3 Technical Specialist Certification — Thought Leader (2023)
- IBM STAR Leadership (2023)
- McKinsey Senior Management Accelerator (2024)
- Enterprise Design Thinking Practitioner
- Data Science Professional Certificate — IBM/Coursera (2020)
- PMP (2016)
- Applied Data Science with Python — Level 2 Badge
- Architectural Thinking

AWARDS & RECOGNITION

- Eminence & Excellence Award (2019) — Virtual User Group innovation reaching 40+ clients
- 7 Manager's Choice Awards (2014, 2015, 2016, 2018)
- 3 BlueThx Awards & IBM Thanks! Award
- Heavy Hitter Award (2008)
- Multiple Outstanding Customer Service Awards
- NYU Poly School of Engineering Merit-Based Scholarship

CORE COMPETENCIES

AI Engineering & Architecture • AI Governance & MLOps • Data Science & ML Pipelines • Containerization & Modernization • ADLC & DevOps • Gen AI & Agentic AI • Python / Java / Streamlit / PyMuPDF • Enterprise Solution Design • Technical Enablement & Training • Strategic Advisory & Client Engagement