

Cory Ebert Resume - Smartsheet AI Automation

CORY EBERT, MBA

Senior AI Automation and Enterprise Systems Engineering Leader

Stanwood, WA, 480.812.5761, coryebert@outlook.com, linkedin.com/in/coryebert, Portfolio: coryebert.com

PROFESSIONAL SUMMARY

Senior technology leader with 15+ years at Microsoft and current enterprise systems leadership at Corporate Imaging Concepts, combining program ownership, AI-assisted platform development, corporate systems automation, and governance. Experienced building internal platforms, automation workflows, analytics systems, and AI-enabled tools across business-critical operations. Product-minded player/coach with hands-on architecture experience, Product Management partnership, backlog ownership, vendor and budget accountability, and a track record delivering measurable efficiency gains at Microsoft scale. Strong fit for AI automation teams that need rapid delivery, enterprise guardrails, and practical adoption across finance, go-to-market, people, and shared corporate workflows.

CORE SKILLS

Agentic AI Workflows, Enterprise Automation, Corporate Systems Engineering, LLM Tooling, Retrieval-Augmented Generation, Enterprise Search, AI Governance, Citizen Developer Guardrails, Internal Platform Delivery, API Integrations, Product Management Partnership, Backlog Management, CI/CD Practices, Reliability Practices, Data Governance, Change Management, Executive Reporting, Vendor Management, Budget Ownership, Cross-Functional Technical Leadership

PROFESSIONAL EXPERIENCE

Corporate Imaging Concepts, Stanwood, WA

Information Technology Program Manager, November 2024 to Present

Lead enterprise technology delivery for CIC's largest client account across analytics, compliance, procurement, infrastructure, and internal platform development. Own development backlog in Azure DevOps and partner workstreams in Smartsheet, coordinating business priorities, technical execution, adoption, and operational reporting.

- Architected AI-assisted multi-tenant e-commerce platform using TypeScript, NestJS, React 19, PostgreSQL, Redis, API gateway, and microservices architecture, establishing a scalable foundation for enterprise client storefronts.
- Built SaaS ticketing and workflow platform with SLA tracking, automation rules, real-time WebSocket collaboration, audit logging, and multi-tenant data isolation.
- Led legacy modernization strategy for .NET WCF/SOAP platform, mapping 450+ stored procedures and 217 database entities from SQL Server to PostgreSQL with SAP integration documentation.
- Delivered margin intelligence platform integrating SAP and sales data in Power BI and Looker Studio, surfacing 0% to 77% margin discrepancies and enabling data-driven sales process improvements.
- Coordinated Coupa onboarding across client workflows, including automated invoicing, procurement process alignment, stakeholder training, vendor/system readiness, and enterprise-system integration patterns transferable to Workday, NetSuite, and Salesforce environments.
- Deployed Google Analytics and Looker Studio dashboards across 90+ partner storefronts for conversion tracking, performance monitoring, and operational reporting.
- Led internal training on AI and LLM workflows, new system adoption, and process changes, translating technical capability into practical employee productivity improvements and safe employee enablement.

Microsoft Corporation, Redmond, WA

Technical Program Manager, Device Repairability Engineering, September 2020 to September 2024

Owned repairability programs for Surface hardware, including Surface Laptop 7 and Surface Pro 2024, across consumer, commercial, and authorized service channels. Served as Product Owner for repair guides, service content, diagnostics, governance workflows, supplier execution, and compliance deliverables.

- Owned repairability program budget, iFixit vendor contract, RFP, vendor selection, pricing negotiation, deliverables, and quarterly VP/Director reporting.
- Built global service content delivery framework with Tier 1 and Tier 1.5 suppliers, reducing external partner expenditures by 100% and accelerating production timelines by 60%.
- Led cross-functional diagnostics programs for Surface hardware, reducing customer-generated repair tickets by 27% through KPI-driven product and service improvements.
- Delivered \$3M+ in operational savings and 80% cost reduction versus internal options through strategic vendor partnership and program negotiation.
- Owned compliance workflows for French repairability score documentation, Right to Repair legislation, environmental and safety requirements, and export controls for repair tooling.
- Established quality governance model with legal, safety, engineering, and partner sign-off across international markets, including testing standards and acceptance criteria.
- Built executive scorecards tracking CSAT, repeat repair rate, partner readiness, and program financial performance.

Technical Program Manager, Technical Support Operations Management, October 2017 to September 2020

Managed operational programs for 800+ Tier 2 and Tier 3 support personnel across 83 Microsoft Store locations supporting Surface, Xbox, and Windows. Owned service policy, operational KPIs, escalation workflows, partner readiness, and support transformation initiatives.

- Led COVID-era transformation from physical retail support to remote delivery across 83 locations, including CRM migration, operating model redesign, and team restructuring.
- Reduced repair turnaround time by 57% through KPI ownership, escalation management, process redesign, and operational governance.

- Established Microsoft's first authorized repair partner program, increasing repair capacity by 40% through business case development, vendor alignment, and contract execution.
- Led team of six through escalation backlog recovery, reducing 1,000+ open tickets to under 100 and improving response times from 3 to 5 days to under 24 hours.
- Created quality standards, diagnostic testing expectations, and acceptance criteria for consumer device repair operations.
- Delivered training at scale through stage presentations to 100+ personnel and remote sessions on new systems, workflows, and service standards.

Technical Program Manager, Factory Repair Engineering, February 2016 to October 2017

Drove product development and process optimization for Microsoft's global Surface repair and refurbishment network. Product Owner for Surface Diagnostic Toolkit and Software Repair Tool.

- Owned Surface Diagnostic Toolkit from requirements through release, improving diagnostic accuracy by 43% across repair facilities.
- Shipped Windows repair automation tooling for Surface devices, achieving 17% defection rate for customer repair tickets.
- Led device imaging system integration within 3 months, reducing imaging time by 60% and customer wait time by 35+ minutes.
- Developed testing standards and acceptance criteria for returns, repair, and refurbishment at Tier 1 Microsoft-owned facilities.
- Coordinated with manufacturing partners to improve global repair operations, service quality, and cost performance.

Technical Advisor, Microsoft Stores Answer Desk, September 2009 to January 2016

Provided Tier 2 technical support, OS troubleshooting, and hands-on device repair for Surface, Xbox, and Windows products. Maintained 90%+ customer satisfaction and was selected for Microsoft corporate TPM role based on technical expertise and operational impact.

TECHNICAL PROJECTS

Review Squad, Multi-Agent AI Development Framework

github.com/Corye-CIC/Review_Squad

- Architected and shipped multi-agent AI development framework covering discuss, research, plan, consult, implement, review, and ship workflows.
- Designed agent specializations, orchestration patterns, behavioral rules, persistent memory, and lifecycle commands for production AI-assisted development.
- Defined governed AI workflow patterns, internal platform standards, and quality controls for repeatable agent use across software delivery.
- Built real-time agent chat dashboard, context monitoring hooks, documentation, and self-updating install flow.

Job-Radar, Job Search Optimization Platform

github.com/BrandedTamarasu-github/Job-Radar

- Built cross-platform Python application aggregating 11 API sources with intelligent deduplication, fuzzy matching, compensation filters, weighted scoring, and retrieval-style matching across job and resume data.
- Delivered 664 automated tests covering scoring engine, API integration, PDF parsing, and report generation.

llama.cpp AMD XDNA2 NPU Backend, AI-Assisted Systems Programming

github.com/BrandedTamarasu-github/OllamaAMDGPU

- Directed architecture and implementation of ggml backend offloading LLM matrix operations to AMD RyzenAI NPU using XRT dispatch.
- Designed int8 quantization, matrix tiling, benchmark validation, and phased implementation plan through AI-assisted engineering workflows.

EDUCATION

Master of Business Administration, Western Governors University, October 2025

Excellence Award, Management Communications

Bachelor of Science, Business Administration, Management, Western Governors University, 2025

Capstone Excellence Award, WGU Excellence Award

TECHNICAL PROFICIENCIES

AI and Automation: Agentic AI Workflows, LLM Tooling, Prompt Engineering, Model Context Protocol, Retrieval-Augmented Generation, Retrieval and Scoring Systems, Enterprise Search, Knowledge Graph Concepts, AI Governance, Citizen Developer Guardrails, Multi-Agent Workflows

Languages and Frameworks: TypeScript, Python, SQL, C#, PowerShell, NestJS, React 19, Node.js, .NET Framework

Architecture: Microservices, API Gateway, REST APIs, WebSocket, OpenAPI/Swagger, Multi-Tenant SaaS, Audit Logging, Workflow Automation

Cloud and DevOps: Azure App Service, Azure Front Door, Blob Storage, Cloud Automation Workloads, GitHub Actions, Docker, OpenTelemetry, CI/CD, Automated Testing

Data and Enterprise Systems: PostgreSQL, SQL Server, Redis, SAP ECC 6.0, Coupa, Power BI, Looker Studio, Google Analytics, Enterprise System APIs

Program Tools: Azure DevOps, Smartsheet, Jira, Confluence, Microsoft Project

Governance: Budget Ownership, Vendor Contracts, RFPs, KPI/OKR Tracking, Regulatory Compliance, Quality Standards, Executive Reporting