

## CHRISTOPHER MAYES, PMP, PSM-1

Director of Program Management & Professional Services Leadership  
Austin, TX | 512-887-0664 | camayes@gmail.com | [linkedin.com/in/camayes](https://www.linkedin.com/in/camayes)

### PROFESSIONAL SUMMARY

Enterprise Delivery Leader and Program Management executive with 18 years driving cross-functional programs across SaaS, AI/ML, cloud, and professional services. I build and scale the delivery frameworks, governance models, and high-performing teams that turn strategic vision into predictable execution. PMP-certified and SAFe-experienced, with a track record spanning Fortune 500 digital transformations, enterprise AI platform builds, and high-growth SaaS delivery operations.

**\$20MM+** portfolio oversight · **99%** on-time delivery · **30%** OpEx reduction · **20%** engagement lift

Agile, SAFe & Hybrid Delivery Frameworks · Delivery Governance & Operational Excellence · Enterprise AI/ML Platform Delivery · Delivery Intelligence & Executive Reporting · Technical Team Leadership & Talent Development

**Tools & Platforms:** Jira(Portfolio, API Reporting) · Confluence · Asana · Smartsheet · ServiceNow · Microsoft Copilot

**AI-Augmented Workflow:** Claude & LLM-assisted delivery operations (status synthesis, dependency mapping, risk surfacing) · Agentic intake scoring framework for strategic prioritization · Agentic buy-vs-build decision engine for platform selection

### PROFESSIONAL EXPERIENCE

#### Program Manager, AI & ML | SHI International Corp

Austin, TX | Apr 2025 – Present

- Directing a 7-initiative AI/ML portfolio spanning enterprise Copilot rollout, Workato and Palantir governance frameworks, and legacy ML model modernization for the sales organization.
- Collaborated closely with Security, Legal, and Data teams to establish a responsible AI governance framework, ensuring all GenAI deployments maintained strict data privacy and regulatory compliance.
- Built intake and prioritization models for an enterprise GenAI platform, eliminating duplicative development across business units.
- Mentoring three product managers and one PM intern through structured coaching, accelerating readiness for autonomous project ownership.
- Established real-time portfolio visibility across all seven AI/ML initiatives by integrating Jira and Asana reporting with AI-augmented status synthesis and risk surfacing.

#### Principal Technical Program Manager | Caylent, Inc.

Austin, TX | Feb 2024 – Dec 2024

- Managed a \$5MM professional services portfolio serving enterprise SaaS and regulated-industry clients, achieving 99% on-time delivery across regulated engagements through proactive risk identification.
- Scaled Agile delivery practices across the professional services organization, designing governance structures that balanced innovation velocity with enterprise risk controls.
- Architected delivery strategies for cloud migration and modernization programs, translating client priorities into structured roadmaps with milestone-based checkpoints that compressed timelines portfolio-wide.
- Built executive delivery dashboards and business-impact narratives that provided real-time visibility into engagement health, risk exposure, and resource utilization, enabling sponsor-level investment decisions across the portfolio.

#### Senior Technical Program & Project Manager | Khoros

Austin, TX | Aug 2019 – Feb 2024

- Defined core role requirements and executed the hiring strategy for incoming Program Managers, actively participating in the interview evaluation process to build a high-performing technical team.
- Orchestrated a \$15MM ARR-aligned portfolio spanning SaaS and enterprise clients, fueling client retention and influencing multi-million-dollar upsell opportunities.

- Partnered with enterprise customers to define new product features anchored to business outcomes, driving a 20% increase in user engagement post-launch.
- Implemented Agile delivery organization-wide, serving as Product Owner and Scrum Master while configuring Jira workflows with engineering managers and establishing retrospective-driven continuous improvement practices that reduced cycle times by 20%.
- Built program health reporting providing real-time visibility into risk exposure and milestone progress across the \$15MM ARR-aligned portfolio.

### **Senior Technical Project Manager | DXC Technology (Global IT Services & Consulting)**

*Austin, TX | Mar 2016 – Aug 2019*

- Managed delivery of a multi-million-dollar, multi-year digital transformation engagement for Texas Health and Human Services Commission.
- Reduced client operating expenses by 30% through strategic vendor negotiations across the engagement.
- Streamlined legacy operations via SharePoint automation, eliminating manual workflows to save an estimated 500+ hours annually while driving a 95% user adoption rate.

### **Senior Technical Project Manager | Media Riders, Inc**

*Austin, TX | May 2011 – Mar2016*

- Designed and deployed ETL pipelines that unified fragmented data sources into a centralized analytics layer, enabling data-driven revenue decisions across leadership.
- Consolidated disparate support channels into a centralized CRM platform, streamlining response workflows and improving resolution consistency.

### **Technical Project Manager | VersaSuite**

*Austin, TX | Dec 2008 – May 2011*

- Delivered EHR system integrations across clinical environments, coordinating vendor dependencies to maintain go-live schedules without disrupting patient care.
- Optimized PACS/DICOM imaging workflows by resolving diagnostic data routing bottlenecks, reducing clinician wait times across radiology departments.

## **EDUCATION & CERTIFICATIONS**

**Education:** Business Administration | University of Phoenix

**Certifications:** Project Management Professional (PMP), PMI · Professional Scrum Master (PSM-1), Scrum.org