

CHAD GUTIERREZ

AI Enablement & Transformation Lead | Agentic Solutions Architect

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PROFESSIONAL SUMMARY

AI Enablement and GenAI Transformation leader with 12+ years in enterprise transformation at Fortune 500 companies (CVS Health, Mastercard, U.S. Bank), now focused on architecting and deploying AI-powered solutions that accelerate organizational performance. Hands-on builder of AI agents, agentic systems, and automation pipelines who also coaches teams to adopt, operate, and extend these solutions independently. Proven track record delivering \$3.2M+ in measurable business impact through productivity gains, cost avoidance, and accelerated delivery. Distinct advantage: combines the organizational change expertise to drive adoption with the technical capability to build the solutions, closing the gap between AI strategy and AI execution that stalls most enterprise AI initiatives.

CORE COMPETENCIES

AI Enablement Strategy • Generative AI / GenAI • AI Transformation • Agentic AI Architecture • Prompt Engineering • Multi-Agent Orchestration • AI Agent Design & Deployment • Workflow Automation • Responsible AI • Enterprise AI Training • Copilot & LLM Ecosystems • MCP / API Integration • Rapid Application Development • Product Coaching • Organizational Transformation • Change Management • ROI & Business Case Development • Stakeholder Engagement (C-Suite) • SAFe & Agile Delivery • Systems Thinking

TECHNICAL SKILLS

AI Platforms: Claude (Anthropic), Claude Code, Microsoft Copilot, Google Gemini, OpenAI API, Cursor, Perplexity

Agentic & AI Patterns: Model Context Protocol (MCP), Multi-Agent Orchestration, Agentic Workflows, RAG Patterns, Prompt Engineering, AI Agent Architecture

Development: HTML/CSS/JavaScript, Node.js, Python, PowerShell, API Integration, Rapid Application Development

Enterprise Tools: Jira, Azure DevOps, Notion, Confluence, ServiceNow, SmartSheet, Rally, Otter AI

Methodologies: SAFe, Scrum, Kanban, OKRs, Value Stream Mapping, Design Thinking, Lean-Agile, Adult Learning Design

PROFESSIONAL EXPERIENCE

Agentic Solutions Architect / Product Coach | CVS Health | Remote | Apr 2025 – Present

Dual-role engagement combining AI solution architecture with product coaching across CVS Health's EDML organization. Assesses workflows, architects AI-powered solutions, and builds agentic systems while coaching product teams through large-scale transformation.

AI Enablement & Agentic Solution Architecture

- Built an enterprise HTML tooling suite (PPTX generator, WSJF prioritization calculator, Jira data import tool) using AI-assisted development (Cursor) when traditional IT pathways were blocked, delivering browser-based applications that eliminated manual processes without requiring server infrastructure or IT approval.
- Architected AI agent systems including modular behavior configurations spanning 13+ specialized domains, cross-platform deployment frameworks, persistent memory pipelines, and session continuity protocols, building working solutions that inform enterprise AI enablement strategy.
- Developed automated meeting intelligence workflows and AI-powered coaching note generation that transform raw transcripts into structured documentation with curated resources, reducing manual post-meeting preparation time across recurring coaching engagements.
- Designed and facilitated AI enablement workshops covering prompt engineering, workflow automation, and responsible AI use, building AI fluency across technical and non-technical audiences and driving hands-on adoption of GenAI tools.
- Built MCP (Model Context Protocol) pipelines connecting AI agents to enterprise knowledge bases, enabling automated knowledge sync and cross-system workflows between local development environments and cloud workspace data.

Product Coaching & Organizational Transformation

- Achieved an average throughput gain of 80.7% across coached teams, with team-level improvements ranging from 40% to 140%, enabling teams to deliver more value without additional headcount.
- Delivered an estimated \$1.7M in annual cost avoidance and \$1.5M in annualized value by optimizing team capacity, improving predictability, and reducing unit costs by up to 37%.
- Reduced cycle times by 50-60% for key product teams, driving faster feedback loops and accelerating time-to-value for business-critical initiatives.

Agile Delivery Lead (Contract) | General Dynamics IT (GDIT) | Remote | Jan 2025 – Apr 2025

Contract engagement leading agile delivery and product operating model execution across integrated product teams supporting FDA programs.

- Scaled product-centric coaching practices, standardized agile delivery processes, and strengthened collaboration between business, UI/UX, data, and engineering functions.
- Developed Python, PowerShell, and advanced JQL scripts to automate Jira data analysis, mass updates, and bulk import/export, then built complex dashboards delivering insights beyond native Jira platform capabilities.

Senior Agile Coach | U.S. Bank | Remote | 2022 – 2024

Led agile transformation within Information Security Services, directing 12 Scrum Masters and orchestrating 25+ product teams.

- Spearheaded the development of high-performing teams, achieving a 25% boost in productivity through continuous improvement and targeted coaching.
- Reduced cycle times by 20% (from 15 to 12 days average) through value stream mapping and optimized project timelines.
- Revitalized IT Security's quarterly planning, engaging 300+ personnel and improving flow predictability by 25%.
- Improved ROI by 15% across product teams through a product manager development program focused on value definition and ROI analysis.

Agile Coach / Senior Scrum Master | Mastercard | Remote | 2018 – 2022

Led transformative agile overhaul for the employee Identity Access Management program across global distributed teams.

- Spearheaded formation of 13+ global teams, enhancing remote collaboration and accelerating value delivery across distributed organizations.
- Boosted organizational agility through targeted coaching, resulting in a 23% increase in project completion rates and 32% improvement in time-to-market.
- Developed and implemented virtual agile training programs, improving team competencies and increasing project throughput by 34%.

Agile Coach / Project Manager | World Wide Technology | Maryland Heights, MO | 2014 – 2018

Championed agile methodologies across IT Operations, coached teams and leadership, and led cloud migration initiatives.

- Directed cloud migration to Oracle platform, driving a 25% increase in deployment speed through business process innovation.
- Coached VP-level leadership through agile adoption, improving release frequency by 17% and reducing decision-to-deployment time across IT Operations.

EARLIER CAREER

SharePoint Administrator / Systems Engineer, TKC Communications | **System Administrator**, United States Air Force

EDUCATION

Master of Arts in Management (In Progress), American Military University

Bachelor of Science in Information Systems Management, American Military University

CERTIFICATIONS

Certified Scrum Professional, ScrumMaster (CSP-SM) | **Certified SAFe 6 Practice Consultant (SPC)** | **Certified SAFe 6 Scrum Master (SSM)**

ICP-ENT (Enterprise Coaching) | ICP-ACC (Agile Coaching) | ICP-ATF (Team Facilitation)