

REED M. GARRETT

Forward Deployed Engineer • Applied AI • Technical Leadership

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SUMMARY

Forward deployed engineer who turns AI demos into production systems customers depend on, and an AI leader who has built and run the teams behind them. At Mach Agentic, took a human-in-the-loop vision agent into an aerospace operator's on-prem ERP, cutting work-order intake from ~48 hours to under 5 minutes, and shipped agentic RAG across 26,000+ maintenance manuals, all held to golden-dataset regression tests. At Verizon, led a 10-person AI organization and scaled a 163-model production portfolio from \$60M to \$288M in Finance-validated annual value.

SKILLS

- **Engineering:** Python (FastAPI, Pydantic, async), TypeScript (Node.js, React, Next.js), SQL, custom REST APIs & MCP servers, ERP integration, PostgreSQL, Docker, GitHub Actions (OIDC CI/CD), pytest & Vitest
- **Applied AI:** Anthropic API (vision, tool calling, structured output), custom agent harnesses, LangGraph, agentic RAG with citations, human-in-the-loop gates, fail-closed guardrails and abstention, golden-dataset evaluation, OpenAI & Vertex AI
- **Platform & security:** Azure (Container Apps, Key Vault, Entra ID), Bicep, Cloudflare, hybrid cloud to on-prem, row-level security & tenant isolation, customer data residency, zero-trust access, audit trails
- **Leadership:** managing managers, building teams from zero, executive & board reporting, Finance-validated ROI, SOW scoping, vendor negotiation, model governance

CAREER HIGHLIGHTS

- Cut an aerospace customer's work-order intake from ~48 hours to under 5 minutes, taking a human-in-the-loop vision agent from demo to production on the customer's floor in about six weeks.
- Scaled Verizon's production AI portfolio from \$60M to \$288M in annual value across 163 models, every dollar measured against holdouts and signed off by Finance.
- Doubled pricing accuracy on no-parts inspection jobs to 91.1% of quotes within 25% of the final price by rebuilding the customer's undocumented pricing endpoint and fixing two silent defects in live quotes; live since August 2026.
- Grew a customer account from one AI agent to five signed agents in under three months, plus contracted OCR indexing of its manual library and ERP upgrades, by leading technical scoping and CIO-level architecture reviews.
- Hired and led Verizon MarTech's first generative AI team, then launched the company's first marketing generative AI tool; its copy beat human-written copy by 21.5% CTR in multivariate tests.

EXPERIENCE

Mach Agentic • Dallas-Fort Worth, TX

Forward Deployed Engineer 2026 – Present

Agentic AI company deploying production agents inside aerospace maintenance, repair and overhaul (MRO) operations.

- Built the vision agent's iPad web app and ERP write-back: it reads repair paperwork and data plates, gets technician sign-off on every field before anything is saved, and processed 1,211 work orders in its first two weeks.
- Built a golden-dataset regression suite with a zero-regression accuracy floor that tests every model and prompt change against real vendor paperwork, then used it to cut vision latency from 20-23s to under 9s.
- Backtested 157K historical quotes with read-only production queries and found the last quote for the same part and scope beats every average (0.38% median error), so the engine prices from an auditable lookup, hands the jobs it declines to an LLM estimator, and keeps an accountable estimator on every quote.
- Shipped agentic RAG across a 26,326-manual library that answers technicians from the right manual for each work order, with page-level citations; 99.5% of work volume resolves to a manual the agent can open.
- Built a verification pipeline that checked 4,266 alternate-part claims against the customer's full manual library (~3M pages) with 99% citation accuracy, declining to guess when the manuals were silent.

- Authored the PRD, ADRs and 24 locked product decisions behind a multi-tenant Azure platform with per-customer identity and data isolation, a reference agent template and swappable ERP adapters, so every new agent starts from a working baseline.

Verizon - Irving, TX

Director, AI/ML & GenAI Strategy — Consumer Group, Customer Base Management 2024 – 2026

- Led a 10-person AI organization through 2 senior managers, including a model operations team built from scratch that ran production models at a 70:1 model-to-operator ratio, 17× leaner than the 4:1 industry benchmark.
- Built the board-facing observability layer for all 163 production ML models, giving executives one view of model accuracy, score health and champion-vs-challenger results.
- Grew the machine-learning personalization program 4×, from ~\$10M to \$41.3M in a year, and renegotiated the vendor's annual cost from \$14M to \$7M without losing a revenue-generating feature.
- Deployed predictive retention models across Mobile, Fios and fixed wireless, saving 47,600 customers in 12 months and protecting \$14M in service revenue.
- Designed Verizon's first automated compliance gate for AI-generated marketing copy, pairing automated scoring with a feedback loop from compliance and marketers; approved by legal leadership.
- Co-invented a patent-pending method (filed 2026) that schedules AI inference onto idle network compute during low-traffic windows.

Associate Director, MarTech Enablement 2022 – 2024

- Led a continuous, AI-driven optimization program across Verizon's digital properties, proving each new capability with test-and-control and scaling the winners for \$149.8M in validated revenue.

Senior Manager, Digital Marketing — Real Time Marketing 2019 – 2022

- Built verizon.com's first AI-led experimentation practice and the team behind it, from A/B and multivariate to multi-armed bandit testing; 2022 wins hit \$165M, 3.3× the \$50M target.

Retail & Digital Operations Leadership 2012 – 2019

EDUCATION & CERTIFICATIONS

- **Mini MBA, Digital Marketing** — Rutgers University
- **Master of Business Administration (MBA)** — Strayer University
- **BA, Spanish Language & Literature** — University of Memphis
- **Google Cloud GenAI Leader** — Google Cloud
- **Languages:** English (native), Spanish (professional)