

# SHAE SMITH

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## SUMMARY

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Engineer and technical leader who runs AI delivery the way this role describes it: a portfolio of concurrent initiatives, shipped fast, with the tradeoffs made explicit to whoever's deciding. Fifteen-plus years full-stack, four as founding engineer at a startup acquired in 2023, where I owned the roadmap, the budget, and a distributed engineering team. Now contracting at Epic Games, where I run five production AI/automation deliveries at once (an agentic CLI, an MCP server, an AI vision QC pipeline, a cross-team workflow automation, and a 200K-record production system) and report on all of them like a portfolio. I impose just enough structure to keep delivery honest without slowing it down, and I present options as tradeoffs (speed vs. scope, build vs. buy, where to spend the next engineer) rather than as status. I've been the engineer in the pod and the person accountable for the portfolio, which means I can talk to AI delivery teams in their language and to leadership in theirs.

## EXPERIENCE

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### Epic Games — Creative Operations Engineer (Contract)

Aug 2025 – Present · Remote

*Embedded with creative-services and publishing-operations teams, running a portfolio of five concurrent AI and automation deliveries — each at a different stage of concept-to-production — and reporting on progress, risk, and outcomes across all of them.*

- Ran **five concurrent AI/automation initiatives** at portfolio level — each scoped, shipped, and validated independently on shared infrastructure (each detailed below)
- Made the **load-bearing tradeoff calls** across them: where an AI agent earns its keep versus where deterministic code is faster and cheaper, build-vs-reuse, and where to spend effort next
- Took a net-new capability from **spec on Friday to production by Tuesday** — ~101 iOS in-app products globalized in ~20 minutes of runtime — by reusing shared framework rather than rebuilding; lightweight structure speeding delivery instead of slowing it
- **Unblocked a separate team** by taking over a stalled cross-team automation rather than waiting on the owning team, because embedded delivery was faster
- Partnered directly with non-engineering stakeholders, translating workflow needs into shipped tooling — the cross-functional bridge between delivery teams and decision-makers this role centers on
- Work done with Claude as a coding partner; the engineering judgment, the tradeoff calls, and the production outcomes are mine

### GoTo Foods — Technical Product Manager (Contract)

Jan 2025 – May 2025 · Remote

- Owned the **platform team's backlog and roadmap prioritization across 7 national restaurant brands**, aligning engineering execution with business objectives — portfolio-level visibility across multiple concurrent product lines
- Presented delivery options and tradeoffs to principal engineers and architects; established a single source of truth for a distributed organization in Confluence
- Led an API versioning strategy using Istio traffic routing, enabling continuous deployment without disrupting live traffic
- Drove a POS-to-CMS content import/export automation, reducing manual content operations and error rates

## Yomi — Technical Product Manager (Contract)

Jan 2024 – May 2025 · Remote

- Spearheaded product strategy and delivery for a healthcare practice-management platform in a **fast-paced, product-driven startup environment**
- **Introduced a Kanban operating model** that improved delivery velocity and cross-team communication — replacing an ad-hoc process with lightweight structure, exactly the "discipline without slowing velocity" this role calls for
- Owned end-to-end feature delivery: wearable integrations, patient dashboards, admin tooling, SSO; translated Figma designs into structured engineering work
- Used AI tools (GitHub Copilot, Claude) for rapid prototyping and documentation, reducing cycle time on specification

## IHG (InterContinental Hotels Group) — Technical Lead (Contract)

Jan 2024 – Jul 2024 · Remote

- Led delivery of a new GraphQL API layer, improving performance by 20% with **100% on-time delivery across all projects led**
- Managed scope, timelines, and cross-functional dependencies with engineering and QA
- Established automated health checks and error-handling, reducing downtime by 10%

## Climb Credit — Lead Engineer (Contract)

Jan 2023 – May 2023 · Remote

- Defined technical requirements aligned with business goals, establishing a data-driven decision framework
- Led Agile sprint planning and delivery cadence; iterated on features to improve loan repayment metrics

## Lantern — Founding Engineer, Technical & Product Lead

Jun 2019 – Jan 2023 · Remote (acquired 2023)

- **Founding engineer** who built the platform from zero and carried it through to its 2023 acquisition — sitting close to the CEO and COO throughout, a startup environment end to end
- Owned the technical roadmap and a React design system; made **build-vs-buy decisions and owned the technology budget**, the portfolio-level resource-allocation judgment this role centers on
- Directly **managed a distributed team of 3 engineers across regions** (hiring, 1:1s, performance), establishing development process and a high-trust remote culture
- Planned and executed a multi-quarter platform migration (PHP → Node.js, Heroku → AWS) — managing scope, risk, and team coordination
- Led the company's SOC 2 compliance initiative, enabling enterprise partnerships

## DoSomething.org — Senior Software Engineer / Technical Lead

Oct 2014 – Jul 2018 · New York, NY

- **Technical Lead for a team of 3 engineers** building and maintaining core web services; managed multiple concurrent initiatives with scoping, timelines, and delivery
- Led a user-generated-content service end to end; maintained the core user-identity service
- Managed engineering interns across Fall, Spring, and Summer cohorts
- Instituted cross-team collaboration and documentation standards that reduced delays and improved alignment

## Teachers Pay Teachers — Software Engineer

Jul 2018 – Jun 2019 · New York, NY

- Built search features on a marketplace serving millions of educators using React, Elixir, and GraphQL, on a cross-functional Agile team

## GLAAD — Senior Manager of Online Production

Nov 2010 – Dec 2013 · New York, NY

- Led technical production for glaad.org (Drupal 7): custom modules, content architecture, frontend; ran marketing email and multimedia campaigns

Martha Stewart Living Omnimedia — Frontend Developer (2013–2014)

Kaplan Test Prep and Admissions — Data Analyst (2009–2011)

Condé Nast — Consultant (2008–2009)

## SELECTED AI DELIVERY PORTFOLIO (EPIC GAMES)

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A snapshot of the concurrent AI initiatives I currently run — each at a different stage of concept-to-production, the same portfolio shape an Agent Factory pod produces.

**MobileIAPManager** — Hybrid agentic + deterministic CLI managing Fortnite in-app products (pricing, store copy, localization) across Apple, Google Play, and ONE Store. In production.

**Dynobase MCP** — Read-only Model Context Protocol server in TypeScript over Dynobase, the shared-services team's internal Airtable project-management base; 42 tools across 16 domains, scoped so the model sees only what the user can. Live in production.

**Auto-QC** — AWS Lambda + Claude Vision pipeline validating creative-asset deliveries against their specs in Dynobase; hours → minutes per delivery, 165 unit tests, human-in-the-loop sign-off. Deployed.

**Airtable** → **Workato automation** — Routes cross-team launch work into Jira ticket cascades across downstream teams. Taken over from a stalled external team to unblock delivery; running in production since March 2026 with zero failures.

**Dynobase (the system)** — Continuous engineering on the production Airtable base itself: ~200K records, hundreds of users, 24/7 load, 30-second runtime budget; designing every change for production scale.

## SKILLS

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<b>Portfolio &amp; Delivery</b>	Portfolio/program management, roadmap prioritization, resource allocation, tradeoff analysis (speed vs. scope), delivery reporting, JIRA, Asana, Trello, Confluence, Agile/Scrum, Kanban, build-vs-buy, budget ownership
<b>AI &amp; Automation</b>	Agentic systems, Model Context Protocol (MCP), Claude API, Claude Vision, RAG pipelines, Workato, Playwright automation, GitHub Copilot, Claude Code
<b>Engineering</b>	TypeScript, JavaScript, Python, Elixir, PHP, SQL; React, Next.js; Node.js, GraphQL, REST; AWS, Lambda, Istio, Docker, CI/CD; Airtable at scale, PostgreSQL
<b>Leadership</b>	Distributed team management, hiring, mentoring, cross-functional partnership, stakeholder translation, SOC 2 compliance

## EDUCATION

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**Smith College** — B.A., Computer Science (2008)