

SEAN STEUER

AI Strategy & Transformation · Enterprise AI Adoption · Program Leadership
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PROFESSIONAL SUMMARY

AI program strategist and hands-on builder with 10+ years at Netflix, including 3+ years designing and driving enterprise AI transformation — architecting knowledge substrate strategies, running cross-organizational adoption cadences, and shipping production-grade AI systems that eliminate manual work at scale. Track record of leading through influence across senior org boundaries without direct authority: aligning VP and Director-level stakeholders on shared AI roadmaps, translating IC ground truth into candid adoption recommendations, and holding functions accountable to sequenced transformation plans. Deep technical fluency in RAG architecture, LLM integration, and agentic workflow design — grounded in hands-on delivery, not just advising. PMP and CSPO certified.

EXPERIENCE

Netflix 2017 – Present

Progressive advancement across three roles over 8+ years

Program Manager — AI Strategy & Operational Transformation 2023 – Present

- **~\$2.5M/year recovered** — Authored and drove a cross-organizational AI transformation strategy, reframing a major operational program from documentation coordination into an agent-ready knowledge architecture — aligning senior leadership across four org boundaries without direct authority, setting OKRs, and moving from incubation to live agentic pilots targeting ≥75% query accuracy. Workflow, documentation, and network tooling reforms recovered ~600 hours/month of operational capacity.
- **5–7x faster than standard development** — Delivered a production-grade full-stack security and risk compliance application for highly sensitive productions — architecture, 8+ enterprise system integrations, AI layer design (RAG + LLM), and full deployment — without a dedicated engineering team, at 5–7x the velocity of standard enterprise development timelines.
- **~57 productions off manual triage** — Designed, built, and deployed a production-grade AI-powered risk-scoring application integrating 8+ enterprise systems into a seven-dimension composite risk model with real-time Red/Amber/Green portfolio views — replacing manual triage entirely, delivered without a dedicated engineering team. AI layer: RAG for context retrieval, Gemini 2.5 Flash for summarization.
- **25% fewer escalations** — Built and ran the AI transformation operating cadence across multiple teams — defining sequencing, managing dependencies, and running reporting forums that held senior stakeholders accountable to a shared roadmap; built AI adoption measurement frameworks and telemetry-driven reporting enabling executive-level ROI quantification.
- **~\$0.40/session** — Prototyped an AI-powered knowledge transfer system that transforms static documentation into role-tailored, interactive experiences grounded in live enterprise data retrieval.
- **SMB AI security architecture** — Designed and implemented defense-in-depth security architecture for production AI systems at SMB scale — input sanitization (prompt-injection detection), output validation (LLM-as-a-judge), network isolation, behavioral integrity monitoring, and least-privilege agent scoping — applying zero-trust principles to agentic workflows using open-source tooling (LLM Guard, Langfuse, Docker) at near-zero cost.
- **7 roles · Director-selected** — Redesigned and delivered a RACI and role definitions across seven organizational levels — clarifying ownership, decision rights, and cross-functional accountability at domain, operational, and senior management tiers.

Project Manager — Product & Platform Operations 2019 – 2022

- **90% adoption increase · \$60K/year saved** — Executed a global SaaS technology adoption roadmap through structured rollout governance and stakeholder enablement programs.
- Co-authored a 5-year strategic plan aligning KPIs, product integrations, and operational maturity across studio and enterprise technology; built performance analytics and feedback loops that directly informed product investment decisions.

Technology Operations Specialist — Studio Technology 2017 – 2019

- **10,000+ users enabled** — Delivered large-scale technology enablement programs across distributed studio and creative teams; scaled remote production support models during rapid global expansion across markets and time zones.

PRIOR EXPERIENCE

Product Manager — Outreach & Integrations · Better Angels 2024 (*concurrent with Netflix*)

- Ran structured discovery with front-line practitioners to define problem space and prioritize MVP scope; authored product requirements translating raw user insights into buildable workflow improvements; designed pilot rollouts and built adoption telemetry dashboards to drive data-informed roadmap decisions.

Manager, Creative Services — On-Air Promotional · El Rey Network 2013 – 2017

- Led end-to-end production and delivery of high-volume promotional assets across executive and creative stakeholders; sequenced and prioritized workloads balancing reactive requests against planned initiatives.

CORE COMPETENCIES

- **AI Strategy & Transformation:** Strategy design, OKR-setting, cross-org roadmap development, sequencing AI transformation initiatives, operating cadences, adoption measurement frameworks; SMB AI security architecture — defense-in-depth controls (input sanitization, output validation, network isolation, behavioral integrity monitoring, least-privilege agent scoping)
- **AI Technical Fluency:** LLM layer (GPT, Claude, Gemini — token prediction, tool-call emission); harness layer (Claude Code, Cursor, Copilot — loop management, filesystem, MCP, skills access); agent architecture (harness + LLM + setup: system prompt, tool permissions, memory, task scope); coding agents (general-purpose dev, domain-agnostic); data agents (warehouse schemas, dbt/Spark, lineage, data quality); RAG architecture (retrieval, chunking, embedding, indexing); agentic workflow design
- **Leading Through Influence:** Cross-org alignment without direct authority, VP and Director-level stakeholder partnership, executive reporting, OKR-driven accountability
- **Program Management Rigor:** End-to-end program pipeline ownership, intake-to-rollout delivery, dependency management, reporting forum design, adoption telemetry
- **Discovery & Adoption:** IC-level discovery, ground-truth adoption diagnostics, pilot cohort design, telemetry analysis, data-informed recommendation delivery
- **Tools & Platforms:** Jira, Zendesk, SaaS platform governance, Microsoft 365, Agile / Scrum, product requirements authoring

EDUCATION & CERTIFICATIONS

PMP — Project Management Professional *PMI*

CSPO — Certified Scrum Product Owner *Scrum Alliance*

Product Management Certificate *UVA Darden School of Business*

B.A. *California State University, Monterey Bay*