

CHRISTINA JEONG

christinahana7@gmail.com | (915)540-6820 | Dallas, TX | <https://www.linkedin.com/in/christina-h-jeong/>

Senior AI Architect and customer-facing technical advisor with 8+ years across AI workflow automation, solutions architecture, technical account management, software engineering, and enterprise consulting. Experienced helping large organizations identify high-value AI use cases, map workflows, design adoption roadmaps, lead technical enablement, and translate complex AI capabilities into measurable business outcomes. Hands-on background building LLM-powered workflows using RAG, system prompt engineering, AI integrations, model evaluation, LangSmith observability, APIs, and enterprise automation patterns.

WORK EXPERIENCE

IBM / HashiCorp – Senior AI Architect

2026 – Present

Remote (TX)

- Lead discovery, requirements gathering, workflow mapping, and technical enablement for internal AI initiatives supporting IBM/HashiCorp Sales, Field, Product, R&D, GTM, and enterprise customer-facing teams.
- Design, build, and optimize AI-powered workflows using retrieval-augmented generation (RAG), LLMs, system prompt engineering, prompt testing, LangSmith observability, model evaluation, embeddings, vector databases, workflow automation, API integrations, and fine-tuning experimentation.
- Translate ambiguous business and operational needs into AI adoption roadmaps, MVP workflows, demos, rollout plans, and self-service experiences that help teams move from experimentation to repeatable usage.
- Build AI-enabled workflows that connect Slack, Snowflake, Jira, Zendesk, Gainsight, enterprise knowledge bases, and internal systems, helping teams automate requests, retrieve trusted data, and streamline work across platforms.
- Contribute UI and full-stack improvements to a React/TypeScript and Flowise-based AI platform, improving usability, reliability, technical readiness, and adoption across internal technical and field teams.
- Partner with cross-functional stakeholders to validate use cases, test outputs, diagnose workflow gaps, collect feedback, and iterate on AI solutions based on user needs and adoption blockers.
- Create technical demos, enablement materials, workflow documentation, and stakeholder walkthroughs to support AI activation, change management, and scalable internal adoption.

HashiCorp – Solutions Architecture Specialist / Customer Success Engineer

2024 – 2026

Remote (TX)

- Supported \$22M+ ARR across enterprise accounts, providing post-sales technical guidance, architecture support, and adoption strategy for Terraform, Vault, and Consul in complex hybrid-cloud environments.
- Led technical discovery with enterprise customers to uncover new use cases, identify adoption blockers, map product fit, and directly contribute to upsell motions and platform expansion.
- Collaborated with AEs, SEs, Product, and Engineering to shape PoC strategy, deliver tailored demos, validate customer requirements, and build technical champions within customer organizations.
- Contributed to the development of an internal AI assistant using LLMs and NLP, trained on internal documentation to support pre-sales discovery and scale post-sales technical enablement.
- Developed validated designs, integration playbooks, onboarding materials, and enablement content to help customers accelerate deployment, reduce implementation risk, and drive product adoption.
- Aligned infrastructure strategy with customer business goals, helping quantify ROI, reduce operational and compliance risks, and connect technical outcomes to measurable business value.

Slalom Consulting – Cloud & DevOps Engineering Consultant

2021 – 2024

Austin, TX

- **Cloud & Observability Engineer / APM Tool Subject Matter Expert (Communication Infrastructure)**
 - Delivered OpenTelemetry PoCs to demonstrate observability value, reduce tool sprawl, and support vendor-neutral data strategies.
- **Cloud Engineer & AWS Subject Matter Expert (Financial Services) - Cloud Migration**
 - Led cloud migration efforts, collaborating with developers to troubleshoot infrastructure issues and modernize legacy workloads.
 - Delivered training to engineering teams to reduce incident resolution times and increase operational maturity.
 - Authored infrastructure as code with Terraform and CloudFormation for repeatable, reliable deployments in AWS.
- **Lead Software Engineer - SRE Transformation Offering**
 - Drove pre-sales engineering efforts by building a survey automation platform as part of an SRE transformation offering.
 - Delivered org-wide enablement to articulate technical value to both technical and non-technical stakeholders.
- **Cloud & DevOps Engineer (Enterprise SaaS Automotive Services) - Cloud Migration**
 - Migrated production workloads from on-prem to AWS Cloud, leveraging Terraform and CI/CD best practices.

Ameriprise Financial – Software Engineer

2019 – 2021
Minneapolis, MN

- Led application feature development from discovery to delivery, influencing roadmap priorities on a cross-functional Agile team.
- Developed and maintained RESTful APIs and microservices in Java and Scala for distributed applications, improving performance and resilience across environments.

SKILLS

- AI & Developer Tooling: Flowise, LangChain, LangSmith, OpenAI API, agentic workflows, system prompt engineering, LLM evaluation, embeddings, vector databases, Pinecone, workflow automation, Cursor IDE, Codex
- Full-Stack & Automation: Python, Java, TypeScript, React, Bash, PowerShell, SQL, APIs
- Cloud & Infrastructure: Vercel, Render, Terraform, AWS, Docker, GitHub Actions, Jenkins, Pulumi, Vault
- Technical Enablement: Technical storytelling, architecture design, demos, developer enablement, cross-functional collaboration

EDUCATION

University of Notre Dame | BA in Film, Television, Theater

2013 – 2017