Christopher Gaughan

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PROFILE

A passionate technology management professional with a specialization in using emerging technologies to drive impact. My core skills focus on web-native technology stacks, and my career has seen use those capabilities to navigate emerging technology initiatives with leading startups at the product level, to designing and managing scale programs at Amazon to Blue Origin in Florida. My professional ambitions are underpinned by a philosophy of human-centered design, invention, and making technology work for people. I have a strong familiarity with defining and driving success in ambiguous environments with non-technical stakeholders.

EMPLOYMENT HISTORY

2025 — Present

Operations Manager, SpaceGrid AI
Miami, FL (Remote)

In this role, I manage team operations, platform/product strategy, enterprise customer success, and ecosystem strategy for an pre-seed AI startup focused on digital twins for enterprise maritime and aerospace.

- Platform strategy tasks involved evaluating, testing, and implementation of spatial computing solutions for generative AI for 3D modeling and terrestrial data sourcing from enterprise satellite imaging SaaS and API sources.
- Customer Success activities included assisting new client pitches, client onboarding through workforce training, development of knowledge base, and building out client onboarding infrastructure for sales team.
- Platform ecosystem responsibilities included building and facilitated product QA for Unity, Replit, Cursor, Claude, UI/UX, and web technologies in support of AI product bootstrapping.

2023 — Feb 2025

Program Manager III - Emerging Technologies, Blue Origin
Merritt Island

This role functioned as a program and special projects manager, deploying and driving long and short term adoption for new SaaS and digital products via Gantt and milestone tracking for for project delivery and CI. This work regularly involved process and KPI/OKR reporting cross-functionally within internal organizations from software development, engineering, legal compliance, and leadership.

- Hands-on lead for AI rollout for work content, including model evaluation, data annotation/labeling, retrieval relevance definition, RAG training, and authoring Human-In-The-Loop workflows.
- Managed emerging technology projects like AR/VR, AI, telepresence, and digital twins, mobile applications, and lead development of best practices, and evaluated technical tradeoffs.
- Regional SME for new technology training, troubleshooting, escalation, and policy. Authored SOPs, support communications, including written wiki, training and awareness videos, and maintained Slack/Teams communication channels.
- Managed contractors and vendors such as PTC, Microsoft, & Meta, and engaging new vendors such as HTC & Magic Leap and navigating through Trade Compliance and Legal.
- Regularly conducted internal customer feedback loops including data-driven models on technology experience, UI/UX, and impact utilizing NPS and Likert.

| 2020 — 2023 | Program Manager II, Amazon RME | NYC |

Oversaw conception, development, and program deployment for new product initiatives for Amazon RME (Reliability Maintenance and Engineering), to support 25K+ technicians in North America, across 500+ sites with YOY program growth. Lead a small team of program managers as people leader, as well as managed department contractors.

- Built, budgeted, and deployed technical L&D projects for central Amazon quarterly and annual planning. Projects involved design management for internally published internal marketing materials and signage to 500+ Amazon facilities.
- Engaged with Amazon Launch, New Product Integration, Procurement, Legal, Workplace Health and Safety, and IT Ops to launch emerging technology initiatives.
- Managed a team of content developers, technical writers, and designers for web, LMS, mobile app, and print assets for 500+ Amazon facilities.

| 2016 — 2020 | Product and Customer Manager, The Glimpse Group | NYC |

Managed a small, dynamic team of designers and software developers building custom projects & go-to-market products as a small subsidiary of a larger startup ecosystem.

- Directly managed a team of graphic designers, Unity developers, and backend developers and developed internship pipeline utilizing Asana and Monday.com.
- Lead QA for mobile and web products, directly managing versioned deployment of iOS/Android, including App Store and Google Play.
- Acted as Accounts lead for hospital and education customers, including pre-sales and post-sales pipelines, customer onboarding for AR/VR products, customer product integration, and facilitating training workshops.

EDUCATION

Bachelor of Computer Information Systems, Southern New Hampshire University

Masters in Operations - Engineering, Embry-Riddle Aeronautical University   Currently Enrolled

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SKILL PORTFOLIO

Atlassian Jira	Information/Database Architecture
AI & LLM Implementation	Agile/Waterfall
Telepresence & Telecommunications	ERP/SAP
Emerging Technologies	Earned-Value Management
Digital Transformation	XR Wearables (HoloLens/MagicLeap)
Azure Cloud Infrastructure	Vendor Management
MES Based Work Management	ITAR Compliance
Product Planning & Development	Confluence/Smartsheets/MS Project
Critical Path Methodology	VMware