

Peter Filias

AI Engineering Enablement Leader

AI-Native SDLC | Agentic Development | Engineering Team Leadership

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PROFESSIONAL SUMMARY

Technology leader who changes how software gets built by putting AI agents inside the delivery process, with guardrails that make it safe. Twice led 15-person technology teams (Wayne State University; United Wholesale Mortgage). At UWM, drove agentic development adoption across every role on a 15-person AI & ML team (architects, developers, ML engineers, business analysts, QA, and quality engineers) and spearheaded adoption across leadership in our business unit; the team builds agent skills and MCP integrations, validates agentic tooling, and has supported the enterprise's move to a standardized platform, alongside automation that increased underwriter throughput by up to 25%. As founder of TixWork, designed and run an agentic delivery model in which Claude Code and Cursor agents implement, review, and merge production code under explicit governance: ~1,400 commits and 460+ pull requests since April 2026, gated by AI architect review and a 108-test Playwright suite. Previously built an LLM/RAG platform at AviKaiDo that cut time to market by 70%, and spent over a decade scaling adoption of developer and operations platforms (PagerDuty, New Relic, Instana, Auth0), including building Auth0's customer success function as its first CSM.

SELECTED STRENGTHS

Agentic Development & AI-Native SDLC: Agentic platform evaluation, agent skills & MCP integrations, autonomous agent delivery pipelines, AI code review gates, human-in-the-loop gates, test-gated merges, token budgets, agent failure-mode analysis

Engineering Leadership & Applied AI: Leading 15-person cross-functional teams, leadership-level AI adoption, legacy app modernization, delivery metrics and BI, adoption and change enablement, building functions from zero, LLMs/RAG, responsible AI

WORK EXPERIENCE

Founder & Agentic Engineering Lead

TixWork | 2026 – Present (concurrent with UWM) *Multi-tenant business software start-up (restaurant, hotel, daycare, fitness, fleet); one human founder working with AI agents*

- Shipped ~1,400 commits across three repositories since April 2026, including 460+ pull requests in the two application repos, primarily via Claude Code and Cursor agents under defined operating rules.
- Modernized a legacy procedural PHP production app serving a 107-location restaurant customer: remediated SQL injection, plaintext passwords (now bcrypt), CSRF, XSS, and privilege escalation; migrated production to DigitalOcean; and added staging with a nightly PII-anonymized production mirror, gated deploys, GitHub Actions CI, and a 108-test Playwright merge gate.
- Designed an autonomous "ship without the founder" delivery model: agents pull work from a shared issue queue (beats), implement it, open PRs, pass an AI architect review in which Critical findings block the merge, and auto-merge. Humans approve only secrets and production credentials, irreversible deletes, or explicitly flagged work.
- Set governance for agent work: tiered testing (a ~10-test smoke suite during work, the full 108-test battery as the merge gate), migration-before-code rules, token budgets (4K per task / 30K per session), and a playbook of recurring agent failure modes built from Claude Code usage reports.
- Architecting a multi-tenant TypeScript platform (pnpm monorepo: React PWA, Hono API, Drizzle ORM) with ADRs for tenant isolation and data privacy: 494 commits in its first ~3 weeks; in a recent 100-commit sample, 76 were authored by Cursor agents and 24 were automated merges.
- Built AI persona agents (chief of staff, risk analyst, SRE, head of QA, business development) in Claude Code; scheduled routines run standups and risk scans and email HTML reports, plus a daily issue-queue digest via GitHub Actions and Resend.

Senior Manager, Product Development — AI & ML

United Wholesale Mortgage | Pontiac, MI (On-site) | August 2024 – Present *Leading mortgage lender in the country*

- Lead a 15-person AI & ML organization through team leads who direct developer, business analyst, and QA workstreams, spanning architects, developers, ML engineers, business analysts, QA analysts, and quality engineers.
- Drove agentic development adoption across the entire team: every architect, developer, ML engineer, business analyst, QA analyst, and quality engineer uses AI agents in daily delivery.
- Spearheaded agentic development adoption across leadership in our business unit, bringing peer managers and senior managers on board and getting our executive up to speed quickly.
- Led the team's hands-on evaluation of multiple agentic development platforms and AI coding assistants across several generations of tooling and foundation models; our recommendations informed the enterprise technology group's enablement rollout, and we supported the move to a standardized platform.
- Build agent skills and Model Context Protocol (MCP) integrations that connect AI agents to internal systems; test and validate agentic tooling and define guardrails for agent use in team delivery.
- Architect AI-enabled automation for document-centric mortgage processes, with exception handling and escalation paths; delivered improvements that increased underwriter throughput by up to 25%.
- Lead BI reporting on AI extraction accuracy, throughput, and performance trends to guide prioritization and investment.

Principal Consultant

AviKaiDo | Commerce Twp, MI (On-site) | October 2023 – August 2024 *Start-up that launched EveryBot CMS, an early conversational AI platform*

- Designed and delivered an internal AI platform replacing a vendor solution, reducing time to market by 70%, saving \$170K+ annually, and improving NPS by 15%.
- Defined AI product vision, workflow architecture, roadmap, governance approach, and implementation sequencing across business and technical stakeholders.
- Integrated LLMs including GPT-4o, Claude, Gemini, and Llama to improve natural language understanding, content generation, and insight extraction across 1TB+ of historical data, accelerating delivery by 50%.
- Implemented Retrieval-Augmented Generation (RAG) using OpenAI, SageMaker, Pinecone, and GraphDB to improve response quality, knowledge retrieval, automation reliability, and user trust.
- Evaluated AI use cases through value, feasibility, readiness, and risk lenses, prioritizing initiatives that reduced overhead by 28% and increased ROI by 20%+.
- Designed observability and reliability practices using Datadog, AppDynamics, Dynatrace, New Relic, and Splunk to support scalable, SLA-driven operations across 7 regions.

Platform Adoption & Enablement Leadership (Enterprise SaaS, 2010 – 2023)

Senior Strategic Customer Success Manager — PagerDuty | San Francisco, CA | April 2021 – October 2023

- Advised 25 named enterprise accounts (\$15M) on operations maturity and adoption. Grew the portfolio 10%+ over two years with 1.22% churn, increased deployment and adoption by 25–100%, and delivered 10–20X customer ROI.

Senior Enterprise Customer Success Manager — New Relic | San Francisco, CA | January 2020 – April 2021

- Led observability strategy and enablement for a \$12M enterprise portfolio, achieving 95%+ adoption, 98% retention, and 5–15X client ROI.

Enterprise Technical Customer Success Lead — Instana (now with IBM) | San Francisco, CA | December 2018 – January 2020

- Led North American customer success operations for 150+ enterprise clients. Guided 75+ cloud-native observability deployments on AWS and Google Cloud, built scalable enablement programs (webinars, demos, maturity guidance), and drove 25% YoY account growth.

Enterprise Technical Customer Success Manager — Auth0 (now with Okta) | Bellevue, WA | February 2016 – November 2018

- Built the customer success function from the ground up as Auth0's first CSM and helped scale the team across North America, EMEA, and APJ. Grew the enterprise book from \$4M to \$20M in 3 years (50–200% account growth) with churn of 1.5% or less quarter over quarter.

Earlier, Enterprise Technical Customer Success Manager: Keynote (part of Dynatrace), Boston, MA (April 2012 – February 2016); MRM, Birmingham, MI (November 2010 – April 2012)

Director of Technology

Wayne State University | Detroit, MI | November 2005 – November 2010

- Led a 15-person technology team of database administrators, developers, system administrators, and data clerks.

TECHNICAL STACK

AI & Agents: Claude Code, Cursor agents, Claude, GPT-4o, Gemini, Llama, OpenAI, SageMaker, Pinecone, GraphDB, RAG

Engineering: TypeScript, React, Hono, Drizzle, pnpm, PHP 8.2, MySQL 8, Python, SQL, JavaScript, Docker, GitHub Actions, Playwright, DigitalOcean, Cloudflare Workers, AWS, Google Cloud, Azure

Observability & Analytics: Datadog, AppDynamics, Dynatrace, New Relic, Splunk, PagerDuty, Power BI, Tableau, Looker

EDUCATION & CERTIFICATIONS

MBA, Information Systems and **B.S., Computer Science** — Wayne State University, Detroit, MI

Certified Customer Success Manager (L1 & L2) · PagerDuty Foundational Practitioner & Incident Responder · Six Sigma Greenbelt

Languages: English, Greek (both native) | **Published:** Dynatrace (iPad performance), Ford Motor Company Virtual Teams