

JIM GROSS

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Enterprise Presales & Delivery | Agentic AI Platform Deployments

PROFESSIONAL SUMMARY

Results-driven software professional with 17+ years leading high-complexity enterprise deployments from scoping through go-live. Proven track record owning full engagement lifecycles for Fortune 500 clients – aligning customer goals with platform capabilities, coordinating cross-functional teams, and delivering measurable outcomes on time. Expert at translating complex technical and business requirements into clear delivery plans, managing stakeholder relationships at the executive level, and implementing governance structures that keep large-scale programs on track. Experienced in Agentic AI and digital transformation initiatives, with the advisory presence and structured approach needed to guide customers through complex decisions and ensure sustained post-deployment value.

CORE COMPETENCIES

Enterprise Engagement Lifecycle Management • Agentic AI Platform Deployments • Delivery Planning & Governance • Executive Stakeholder Alignment • Cross-Functional Team Coordination • KPI & Risk Tracking • Customer Advisory & Complex Decision Guidance • Scoping & Requirements Analysis • Change Management & Enablement • Go-Live Planning & Handover to Customer Success • Digital Transformation • Enterprise SaaS Adoption Strategy

PROFESSIONAL EXPERIENCE

Verint (acquired Telligent, Aug 2015) • Solutions Consultant

Aug 2008 – Mar 2026

Senior member of the enterprise solutions organization, functioning as the primary engagement owner for Fortune 500 clients across complex Agentic AI, digital engagement, and self-service platform deployments.

Engagement Lifecycle & Delivery Governance

- Owned full engagement lifecycle for high-complexity enterprise deployments, from discovery scoping and requirements definition through phased delivery, go-live, and structured handover to Customer Success teams
- Developed comprehensive delivery plans to align customer business goals with platform capabilities and product constraints, establishing clear milestones, risk registers, and governance checkpoints throughout each engagement
- Tracked deployment KPIs including timeline adherence, adoption metrics, risk indicators, and stakeholder satisfaction to provide regular updates into program health
- Led structured discovery workshops with key stakeholders to uncover business goals, define measurable success criteria, and build actionable adoption roadmaps

Customer Advisory & Stakeholder Alignment

- Served as the primary advisory contact for enterprise customers, guiding executive and operational stakeholders through complex architectural, workflow, and change management decisions across multi-phase deployments
- Delivered executive briefings connecting platform capabilities with strategic business outcomes, accelerating time-to-value

Cross-Functional Coordination & Delivery Execution

- Managed cross-functional project execution across internal product, engineering, and customer success teams as well as external partners, maintaining stakeholder alignment and keeping engagements on schedule
- Partnered with Product and Engineering to influence roadmap prioritization based on customer deployment feedback and emerging enterprise use cases

Impact & Outcomes

- Drove adoption of digital-first Agentic AI and engagement platforms across multiple industries, contributing to multi-year enterprise sales, renewals and expanded account footprints
- Supported Fortune 500 clients through self-service transformation initiatives, measurably reducing resolution costs and improving end-user adoption at scale

RD2, Inc. • Project Manager

Jul 2007 – Jun 2008

- Managed all aspects of client engagement from business development and requirements definition through development, testing, and implementation of complex interactive and ecommerce platforms
- Oversaw email marketing, paid search (PPC), and print production campaigns with cross-functional agency teams

imc² • Senior Project Manager

Jul 2006 – Jul 2007

- Planned, scheduled, and monitored project activities in the CPG practice, controlling budget and scope to meet client and agency objectives
- Managed delivery of an innovative in-store touch-screen kiosk, interactive instant messaging game, direct-response interactive television unit, and multiple consumer-facing web properties

EDUCATION

Indiana University, Bloomington – Economics & Political Science

Member, Undergraduate Honor Society • IU Student Association • IU Student Foundation