

CODY BRADSHAW

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SUMMARY

Senior operations leader with 7 years building operational infrastructure at scaling tech companies. I lead cross-functional initiatives that span sales through post-go-live, own the ambiguous problems leadership needs resolved, and partner with executives and founders on strategic decisions. I solve the problems that don't fit neatly into one function and drive them through to outcomes. Looking for my next role where I can partner closely with founders and executives to build what comes next.

EXPERIENCE

Smarter Technologies (previously Thoughtful AI) Austin, TX (remote) Nov 2022 – Present

Senior Manager, Product Operations | Jun 2025 – Present

- Designed the product and engineering operating framework the combined org adopted after the Thoughtful and Access Healthcare merger, covering eight recurring ceremonies from quarterly planning down to team standups.
- Owned the operating cadence for product strategy across five workstreams and shaped how product and engineering showed up at the board level.
- Built the standard playbook product managers used across the org for quarterly planning, sprint execution, and team reporting, including the prioritization framework that shaped each quarter's roadmap.
- Established and owned the weekly review that governed engineering roadmap prioritization and headcount allocation, surfacing the tradeoffs and recommendations that shaped where engineers worked and which teams grew.

Head of Customer Support & Engineering Operations | Mar 2024 – Jun 2025

- Built the capacity forecasting models spanning sales, delivery, and support that leadership used to plan hiring, pace deal flow, and time account launches against in-flight delivery capacity.
- Transformed customer support to serve enterprise accounts, standing up 24/7 coverage and introducing a tiered model with customer success analysts handling Tier 1 triage across LATAM and EMEA. Held first-response around 7 minutes against a 15-minute SLA.
- Scaled the offshore support and delivery org from 25 to 75 people across LATAM and Eastern Europe, owning vendor relationships and building the interview and career-path infrastructure that grew leaders from within.
- Redesigned the delivery-to-support handoff as products grew more complex, strengthening how business logic and codebase knowledge transferred so Tier 1 could absorb them, which improved production success rates and long-term customer satisfaction.
- Established internal automation as a cultural direction on the support engineering team, running contests to surface ideas from engineers and building the system that turned those ideas into shipped tools.
- Shipped a prevention layer that caught issues before they reached production: a nightly dependency scanner that flagged broken code to Slack, a live bug-catcher that auto-filed Jira tickets with stack traces and code attribution mid-agent-run, and an AI triage tool that mapped customer language to product business logic so Tier 1 could resolve tickets without escalation.

Customer Support Analyst | Nov 2022 – Mar 2024

- Founding post-go-live hire, owning everything customer-facing after accounts went to production: support, customer success, billing questions, expansion conversations, and weekly check-ins with key accounts. Stood up the full support operations stack in the first eight weeks.
- Designed the support function's operating infrastructure from zero, building ticketing and escalation workflows alongside live production monitoring and alerting that let the team start work on issues before customers reported them.
- Developed Nexus, a Notion-based command center that tracked accounts from signed contract through delivery and into post-go-live, automatically spinning up each account's operational space and routing ownership for invoicing, TPM assignment, and customer kickoff.
- Inherited the offshore hiring process and built a 2-4 week engineering bootcamp that became the company's way of bringing on and onboarding new talent at the technical bar the team needed.
- Transformed the weekly support and delivery cadence into the team's cultural anchor, where engineers brought in lessons learned, proposed ideas, and shaped how the function operated.

Bureau Veritas Remote Feb 2022 – Nov 2022

Software Implementation Consultant

- Led concurrent SaaS implementations for state and municipal clients, tailoring onboarding, integration, and training to each client.
- Standardized the onboarding and training materials that were then rolled out across the organization, which improved adoption across distributed teams.
- Delivered virtual technical training and built automated reporting that reduced manual reporting overhead for client stakeholders.

CDW — ServiceNow Solutions Remote May 2021 – Feb 2022

Project Manager

- Managed project delivery for ten client engagements on ServiceNow deployments, tracking scope, timeline, and budget while coordinating between technical SMEs and client stakeholders.
- Ran weekly project cadence including scorecards, status reporting, and the change-order process, surfacing when new Statements of Work were needed and keeping stakeholders aligned.
- Owned project documentation, action tracking, and executive-level reporting across distributed delivery teams.

HospitalPortal Remote Oct 2018 – Jan 2020

Technical Trainer

- Designed the standard onboarding program for healthcare clients that cut onboarding time in half.
- Trained employees, customers, and partners on product functionality through live and recorded formats, serving as the company's default onboarding lead.

SKILLS

Operations & Leadership: Operating model design, SaaS tooling migrations, M&A integration, headcount and budget planning, offshore vendor management, executive communication

AI & Automation: LLM-assisted workflow design, Jira REST API integrations, workflow automation, prompt design for internal tooling, QuickSight dashboards

Program & Product: cross-functional program management, roadmap governance, OKR planning, hypercare and incident response, release and launch coordination, stakeholder management

Tools: Jira, Confluence, Notion, HubSpot Service Hub, Zoho Desk, ServiceNow, Zendesk, Google Workspace

EDUCATION & CERTIFICATIONS

B.S., Information Technology — Colorado State University Global Campus

Certifications: Certified ScrumMaster (CSM) • ITIL Foundation • Lean Six Sigma White Belt