

SEAN STEUER

ENTERPRISE AI TRANSFORMATION & APPLIED AI LEADER

AI Strategy · Enterprise Adoption · 0->1 Solutions · Agentic Systems

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EXECUTIVE PROFILE

Enterprise AI transformation leader and hands-on builder with nearly a decade of continuous tenure at Netflix spanning strategy, product, technology, and global operations. Leads complex transformation from problem discovery through executive alignment, operating-model redesign, AI prototyping, and scaled adoption - combining senior-level strategic judgment with the ability to personally architect and ship working solutions. Drove a global network-support transformation spanning five core organizations and all major operating regions, recovering approximately \$2.5M in annualized productivity value and ~600 hours of operational capacity per month. Independently conceived, architected, and shipped a production-grade enterprise platform in ~8 weeks without dedicated engineering or product support, integrating 8+ fragmented systems into a unified source of truth. PMP and CSPO certified.

EXPERIENCE

Netflix | 2017 - Present

Nearly a decade of continuous tenure · Progressive advancement across three roles

Scope: Global transformation across 5 core organizations; UCAN, LATAM, UK/EMEA, and APAC; infrastructure engineering, operations, managed development partners, and senior leadership; technology environment supporting ~360K employees, contractors, vendors, MSPs, and end users.

Program Manager - AI Strategy & Operational Transformation 2023 - Present

- **GLOBAL AI TRANSFORMATION | ~\$2.5M annualized value + ~600 hrs/month recovered** - Identified systemic breakdowns across global network support - fragmented triage, uneven expertise, outdated knowledge, unclear escalation paths, and missing support tooling - and authored an AI-enabled transformation spanning workflow redesign, knowledge architecture, infrastructure visibility, and diagnostic tooling. Established the operating model, user journeys, cross-functional workstreams, OKRs, and executive reporting cadence across five core organizations.
- **0->1 ENTERPRISE PLATFORM | Independently conceived and shipped in ~8 weeks** - Architected, designed, integrated, and deployed a production-grade platform unifying 8+ previously fragmented enterprise systems into a first-of-its-kind operational source of truth for highly sensitive productions and overall deals. Combined support planning, talent context, six-variable risk analysis, Jira-integrated project management, support analytics, and productivity management - delivered without a dedicated product, engineering, or development team.
- **APPLIED AI RISK INTELLIGENCE | ~57 productions removed from manual triage** - Designed and deployed an AI-enabled risk intelligence system combining 8+ enterprise sources into a seven-dimension composite model with real-time Red/Amber/Green portfolio visibility, RAG-based contextual retrieval, and LLM summarization - replacing manual risk triage.
- **25% FEWER ESCALATIONS | Transformation operating model** - Built and ran the cross-organizational operating cadence, dependency model, adoption telemetry, and leadership reporting forums that held senior stakeholders accountable to a shared roadmap and enabled executive-level ROI quantification.
- **AGENTIC KNOWLEDGE & AI SECURITY** - Prototyped role-tailored AI knowledge transfer grounded in live enterprise retrieval (~\$0.40/session) and designed defense-in-depth controls for production AI systems, including prompt-injection detection, output validation, network isolation, behavioral monitoring, and least-privilege agent scoping.
- **ORGANIZATIONAL DESIGN | 7 roles, Director-selected** - Redesigned RACI and role definitions across seven organizational levels, clarifying ownership, decision rights, escalation paths, and cross-functional accountability.

Project Manager - Product & Platform Operations 2019 - 2022

- **90% ADOPTION INCREASE | \$60K/year saved** - Executed a global SaaS technology adoption roadmap through structured rollout governance, stakeholder enablement, and adoption measurement.
- **5-YEAR STRATEGIC PLAN** - Co-authored a multi-year strategy aligning KPIs, product integrations, and operational maturity across studio and enterprise technology; built analytics and feedback loops that informed product investment decisions.

Technology Operations Specialist - Studio Technology 2017 - 2019

- **10,000+ USERS ENABLED** - Delivered large-scale technology enablement programs across distributed studio and creative teams and scaled remote production support models during rapid global expansion across markets and time zones.

ADDITIONAL LEADERSHIP & PRODUCT EXPERIENCE

Product Manager - Outreach & Integrations | Better Angels 2024 (concurrent with Netflix)

- **0->1 PRODUCT DISCOVERY** - Ran structured discovery with front-line practitioners, defined the problem space and MVP scope, authored product requirements, designed pilot rollouts, and built adoption telemetry dashboards to drive data-informed roadmap decisions.

Manager, Creative Services - On-Air Promotional | El Rey Network 2013 - 2017

- **CREATIVE OPERATIONS LEADERSHIP** - Led end-to-end production and delivery of high-volume promotional assets across executive and creative stakeholders; prioritized reactive and planned work with the Creative Director.

Earlier leadership: Production Coordinator, Big Brother - managed and coordinated a ~20-person production assistant staff in a high-pressure live production environment.

LEADERSHIP & TECHNICAL CAPABILITIES

- **AI Transformation & Strategy** - Enterprise AI strategy, operating-model redesign, roadmap sequencing, OKRs, adoption frameworks, ROI measurement, strategic planning and integration.
- **Applied AI & 0->1 Solution Design** - RAG architecture, LLM integration, agentic workflows, knowledge systems, AI-enabled risk models, rapid prototyping, enterprise system integration, AI security controls.
- **Executive & Cross-Organizational Leadership** - Executive storytelling, senior stakeholder alignment, leading through influence, global transformation, cross-functional accountability, operating cadences.
- **Product & Program Leadership** - Problem discovery, user journeys, product requirements, pilots, dependency management, telemetry, SaaS adoption, Jira-integrated delivery.
- **Platforms & Tools** - GPT, Claude, Gemini, Claude Code, Cursor, Copilot, Jira, Zendesk, Microsoft 365, Agile/Scrum; working fluency with MCP, retrieval/indexing patterns, Docker, Langfuse, and LLM Guard.

EDUCATION & CERTIFICATIONS

PMP - Project Management Professional PMI

CSPO - Certified Scrum Product Owner Scrum Alliance

Product Management Certificate UVA Darden School of Business

B.A. California State University, Monterey Bay