

Stevon Judd

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SUMMARY

Technology Leader & Senior Technical Program Manager with 10+ years leading complex, cross-functional programs across AI-enabled operations, SaaS platforms, cloud infrastructure, and data systems. Founder of a Techstars-backed SaaS platform; former MongoDB TPM with hands-on experience implementing AI agents, workflow automation, and internal tooling.

SELECT ACHIEVEMENTS

- Led company-wide MongoDB Ops Manager relaunch and sunset across multiple orgs — zero customer disruption.
- Scaled SquadTrip to ~\$12M annual booking volume, 5,000+ users, 2,000+ trips.
- Drove 40% reduction in data restore time aligning infrastructure investment with customer SLAs.
- Built AI support and agent-assist workflows resolving ~75% of ~150 monthly support requests.

EXPERIENCE

Principal Technical Consultant

Judd Advisory Group — New York, NY | April 2025 – Present

- Founded a technology advisory practice helping companies identify, prioritize, design, and implement AI-powered operational workflows, automation systems, and internal tools.
- Served as retained technology advisor for SquadTrip, owning platform direction, execution strategy, and delivery governance across core product and infrastructure initiatives.
- Defined architecture-level roadmaps, sequencing migrations and feature delivery to balance speed, reliability, and operational risk.
- Led AI use-case discovery with founders, customers, and internal stakeholders, identifying high-value automation opportunities and advising on build-vs-buy, system design, and implementation strategy.

Senior Technical Program Manager

MongoDB — New York, NY | April 2022 – April 2025

- Owned and delivered large-scale, cross-organization platform programs across Backup, Restore, and Infrastructure, supporting customer-critical data protection workflows at global scale.
- Led the company-wide relaunch and sunset of Ops Manager, coordinating Product, Engineering, Support, and GTM teams to modernize operational tooling with zero downtime.
- Partnered with Product and Engineering leadership to translate customer SLAs, reliability risks, and platform constraints into multi-quarter technical roadmaps and prioritized execution plans.
- Drove a 40% reduction in data restore time by aligning infrastructure improvements with customer experience goals and reliability metrics.
- Designed operational systems and metrics to improve delivery predictability and reduce cross-team execution risk across large-scale platform initiatives.
- Defined program health and executive visibility metrics across adoption, readiness, incidents, reliability, and SLA performance to guide leadership decisions and platform investments.

Founder & Technology Lead

SquadTrip — New York, NY | August 2022 – Present (concurrent)

- Founder and technology lead of a Techstars-backed SaaS platform supporting group travel businesses across marketing, payments, customer communication, and trip operations.

- Scaled the platform from MVP to ~\$12M in annual booking volume, supporting 5,000+ travelers across 2,000+ trips while maintaining platform reliability and customer trust.
- Owned platform strategy and built end-to-end operational systems across product roadmap, engineering planning, and internal workflows, improving execution efficiency and scalability.
- Designed and implemented AI-powered customer support workflows using Intercom Fin, OpenAI, Claude Code, APIs, and internal data sources, enabling AI self-service to resolve ~75% of approximately 150 monthly support requests.
- Built AI agent-assist workflows using retrieval (RAG) over knowledge-base content and internal databases to investigate customer issues and generate contextual response drafts for support teams to review and send.
- Partnered with engineers to deliver core platform capabilities, payment flows, and customer-facing features while balancing technical constraints with business goals.

Technical Project Manager

Newsela — Remote | May 2020 – June 2021

- Led roadmap execution for internal content platforms and partner integrations, coordinating across engineering, product, and editorial teams to support platform scale.

Technical Architect

Accenture — New York, NY | December 2014 – April 2018

- Delivered large-scale enterprise transformation programs for financial services clients, partnering with global delivery teams and vendors on data platforms, integrations, and cloud-based architectures. Supported complex, multi-year initiatives involving offshore coordination, governance, and executive stakeholder alignment.

Developer / Associate Programmer

New York Life Insurance Company — New York, NY | July 2011 – December 2014

- Built and maintained enterprise compensation systems using COBOL, JCL, and DB2; enhanced internal dashboards to improve reporting transparency.

Skills

Technical Program Management · Cross-Functional Leadership · Stakeholder Management · Executive Communication · Technical Roadmaps · Dependency & Risk Management · Agile · Scrum · Jira · Confluence · AI Agents · LLM · RAG · Prompt Engineering · AI Use-Case Discovery · Claude Code · Claude · OpenAI · Intercom Fin · n8n · Zapier · Make · Process Automation · Python (scripting/automation) · REST APIs · SQL · Slack API · Platform & Infrastructure · Build-vs-Buy · KPI/SLA Definition

Education

B.S. in Engineering (Electrical), Trinity College — Hartford, CT