

CHRISTOPHER STIPES

Engineering Manager | Production AI & ML Systems | Building Teams from the Ground Up

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SUMMARY

Engineering leader with 10+ years across IC and management roles, including 7 years leading teams of up to 40+ engineers at Shipt and Fetch Rewards. Partnered with data science to put ML models into production, from Snowflake-backed audience segmentation for ad targeting to a SageMaker document-extraction model processing 2M+ orders/day. Most recently a founding engineer on OneShield's in-house AI platform, shipping LLM agents, live-data MCP integrations, and automated feedback loops to production. Insurance software background (Guidewire, OneShield) and a track record of tying engineering roadmaps to revenue.

EXPERIENCE

AI Engineer | OneShield Insurance

10/2025 – Present · Birmingham, AL

Deliberate move back to hands-on IC work to build production AI systems on a small founding team.

- Built backend services and QA infrastructure for a multi-tenant AI Hub delivering multi-turn LLM agent chat across internal business units, taking it from the ground up to production on a small founding team.
- Designed an automated feedback loop: on every GitLab PR, a Lambda-triggered agent analyzes the diff against the test suite and opens PRs for missing Playwright tests.
- Built HTTP-based MCP servers that give LLM agents live access to internal data sources, making model outputs usable in real business workflows.
- Shipped Claude skills that generate end-to-end Playwright tests from requirements documents and application source code, automating test authoring.
- Built an agent-creation UI enabling non-technical teams to configure and deploy AI agents.

Director of Engineering | Fetch Rewards

11/2022 – 07/2025 · Birmingham, AL · 40+ engineers · 4 direct-report managers

- Built and led a 40-person engineering and QA org across 4 managers, defining career ladders, hiring pipelines, and ownership boundaries as scope expanded.
- Productionized a SageMaker model that converts HTML e-receipts into structured JSON, wrapping it in Python backend APIs and workers to turn ML output into a reliable ingestion service.
- Scaled receipt ingestion to 2M+ digital orders/day, a 50% capacity increase, for 4.5M monthly active users.
- Drove a culture of observability and automation that reduced production incidents to near-zero.
- Partnered with product and mobile leadership to move from monthly to weekly iOS/Android releases while maintaining 99.99% crash-free users.

Engineering Manager | Shipt

06/2018 – 11/2022 · Birmingham, AL

- Grew ad revenue ~15% on a \$25M+ annual ad-tech platform by leading a 10-engineer cross-functional team through reliability improvements and a self-service CMS layer.
- Partnered with data scientists to bring user-segmentation models into ad targeting, building and operating the Snowflake data footprint that powered targeted campaigns.
- Owned roadmap and stakeholder alignment across product, design, and engineering, turning ambiguous goals into quarterly delivery plans.
- Replaced Ruby monolith modules with Go microservices, cutting response latency to sub-100ms, and built Locust + Grafana load testing into CI/CD.

Lead SDET / Backend Engineer | Guidewire Software

06/2015 – 06/2018 · Birmingham, AL

Foundation in test automation, framework development, and backend engineering across mobile and web platforms for insurance software.

EDUCATION

University of Alabama — B.A. · 2007 · Tuscaloosa, AL

CORE COMPETENCIES

Leadership: Org design · Hiring & talent development · Cross-functional leadership · Partnering with data science · Roadmapping & OKRs · Stakeholder management · CI/CD culture · Observability · AI/ML quality validation

Engineering & AI: Python · Go · TypeScript · LLM agents · MCP servers · RAG · Claude Code · AWS SageMaker · AWS Lambda · Snowflake · PostgreSQL · Kafka · Kubernetes · Docker · GitHub Actions · Playwright · Grafana