

RYAN GILLIHAN

Applied AI & Automation · Operations & Enablement · AI Adoption Strategy
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SUMMARY

Applied-AI and automation professional with an operations and enablement background, building practical tools, automations, and agents that streamline workflows, reduce manual work, and drive adoption across customer-facing teams. At Smarsh, shipped internal AI enablement tools and a reporting automation for a CS organization managing a \$100M+ book of business, while supporting executive operating rhythms and turning ambiguous leadership needs into repeatable processes, SOPs, and decision-ready reporting.

EXPERIENCE

Smarsh

Portland, OR

Customer Success Operations, AI Strategy & Enablement

Mar 2024 – Present

- Own the AI enablement roadmap for a 30-person CS team, designing and shipping internal tools (prompt-engineering/context portfolio field guides, prompt builder, and work-use image-generation guide) that standardized AI-assisted work; creating extensions to the Enterprise and Public Sector business units.
- Built responsible-use guidance into tooling through in-product warnings and learning modules on appropriate AI use.
- Built automation pipelines that consolidate weekly leadership inputs and auto-draft Business-Unit GM update emails, removing manual report entry/assembly for six department heads; monthly reporting and QBR automation projects queued.
- Produce 2+ executive-ready decks per week (QBRs, leadership readouts, enablement) and run core operating rhythms: forecasting updates, at-risk account monitoring, action tracking, and QBR prep.
- Build and maintain CS operating documentation in Confluence (more than 30 playbooks, SOPs, and job aids), reducing process variance and supporting consistent execution across the team.

Sterling Communications

Tigard, OR

AI Implementation Consultant (Part-time)

Sept 2025 – Present

- Advise a small business on practical AI adoption through regular working sessions, sharing new tools and best practices and contributing to a client-facing AI service offering.

Vooks

Portland, OR

Research & Analytics Manager

Feb 2020 – Jun 2022

- Built and led the company's Research & Analytics function from the ground up, managing a five-person team and producing recurring market, customer, and competitive research that informed executive strategy.
- Partnered directly with the CEO on strategic initiatives across marketing, partnerships, and people operations during a high-growth scaling period.
- Used analytics to measure engagement and support reporting; contributed to fundraising, competitor analysis, and investment-strategy work.

SELECTED PROJECTS

- **Data-Processing Agent:** Extracts data from multiple sources and uses an LLM to create structured, searchable records.
- **AI News-Aggregation Agent:** Aggregates newsletters and RSS feeds into a synthesized daily industry digest, on a schedule.
- **Air-Gapped Local LLM Machines:** Built multiple "off-grid" servers for a data-security product offering.

ADDITIONAL CLIENT-FACING EXPERIENCE

Elevation Fitness & Performance · Strength & Conditioning Coach (Part-time)

Feb 2020 – Mar 2026

Boom Fitness · Personal Trainer & Sales Representative

2019 – 2020

Northlake Physical Therapy · Physical Therapy Aide

2018 – 2019

SKILLS

AI & Automation: Prompt/Context engineering · AI workflow design · agent development · use-case discovery · responsible AI adoption · Power Automate · process automation · AI-assisted development (Claude Code, Codex, Cursor)

Operations & Enablement: Process design · change management · stakeholder management · SOPs & playbooks · training & enablement · forecasting / QBR support · executive communication

Technical: Salesforce · Confluence · Jira · Power BI · Microsoft 365 · reporting & analytics

Communication & Design: Executive decks · technical writing · graphic & visual design · facilitation

EDUCATION

Oregon State University

2018

B.S., Kinesiology & Exercise Science · Psychology minor