

Steve Koulias

Sr. Project/Program Manager

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Get the full story at Koulias.com

I've spent the last decade turning emerging technology into something that enterprises can actually use. By delivering AI & automation solutions and large-scale infrastructure programs, I've built my career by taking complex initiatives, bringing structure to the chaos, and delivering them on time, at cost, with world-class quality. I'm at my best when the path isn't completely defined. I've built my reputation on bridging business and technical teams, and being a steady hand when things get complicated.

Skills & Tools

- AI & Automation Delivery
 - Infrastructure Modernization
 - Project Portfolio Management
 - Process & Workflow Automation
 - Agile / Waterfall Methodology
 - Risk & Change Management
 - Budget & Resource Optimization
 - SDLC & ITIL
 - Jira, Confluence, Smartsheets
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Education & Certifications

- Project Management Professional Certification (PMP)
 - Agile Certified Practitioner (PMI-ACP)
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Career Experience

Contract Project/Program Manager (Remote)

Jan 2023 – Current

Berkshire Grey: Project Manager

Directed the delivery, coordination, and reporting for warehouse robotics and AI-driven automation deployments, supporting large-scale fulfillment modernization initiatives

- Reported portfolio status across robotics implementation programs, improving visibility into schedule, field readiness, and cross-team execution velocity
- Tracked rollout readiness across hardware, software, and integration workstreams, maintaining alignment between engineering, deployment, and customer environments
- Supported procurement, staging, config, and deployment for autonomous picking and fulfillment solutions

Skechers: Technical Project Manager

Led a large-scale retail network modernization for Skechers across the Americas and EU, coordinating multi-team execution and standardizing rollout processes to increase throughput with zero downtime

- Managed the rollout of a network upgrade across 200 retail locations in the Americas and EU
- Restructured the deployment workflow to handle ~2.5x more store upgrades annually
- Led the network engineering team through configuration and deployment of Meraki LAN Infrastructure
- Created schedules, dependencies, and hand-off checkpoints to maintain velocity and minimize errors

Kontoor Brands: Automation Program Manager

Oversaw enterprise automation strategy and roadmap across departments, driving measurable efficiency and scalability. Managed AI expansion, Servicenow automations, and Infra-as-Code initiatives

- Expanded Amelia AI's functionality and voice capabilities across new business use cases
- Led deployment of Infrastructure-as-Code using OpenShift, Terraform, Ansible, and UiPath
- Reported program progress, budget, and risk to CIO, VP of Technology, and external vendors
- Mentored project managers and aligned delivery teams under unified automation governance

Nissan Financial: Senior Technical Project Manager

Led modernization of customer communication systems and deployment of virtual assistant technologies to enhance user experience and reduce call-center dependency

- Delivered enterprise telephony modernization, including outbound dialer (Acqueon) upgrade
- Implemented AI-driven Intelligent Virtual Assistant (Omilia) replacing legacy IVR
- Managed budgets, schedules, and executive reporting to senior leadership

Cognigy – Engagement Manager (Remote)

Apr 2022 – Dec 2022

Cognigy develops enterprise conversational AI solutions that automate customer service across voice and digital channels. Worked within Professional Services to help enterprise clients turn AI capabilities into production-ready solutions, coordinating technical delivery, integrations, and customer expectations.

- Managed Professional Services team delivering Conversational AI for enterprise clients
- Served as primary client liaison through full project lifecycle, ensuring scope and satisfaction
- Introduced new QA and analytics processes reducing client issues by 40%
- Implemented Jira, Confluence, and Smartsheet systems for project governance and transparency
- Designed customer adoption strategies and lifecycle roadmaps
- Partnered with sales to present value propositions for the services organization

Kasisto – Project Manager (New York, NY)

May 2018 – Dec 2021

Kasisto specialized in conversational AI for the financial services industry, helping banks deliver intelligent, automated customer experiences. Managed enterprise implementations that brought AI-powered banking assistants into production, connecting the technology with existing banking systems and contact centers.

- Spearheaded the launch of digital assistants for top-tier clients including TD Bank, Emirates NBD, Mastercard, Absa (formerly Barclays Africa Group), and other major African banks
- Partnered with product and engineering teams to define conversational flows that improved CX satisfaction and containment rates
- Increased adoption and engagement across digital channels by 20% through integrated mobile and omni-channel experiences (WhatsApp, iOS/Android, Web)
- Translated complex banking processes into scalable chatbot intents, reducing live agent dependency
- Managed sprint cycles, retrospectives, and backlog grooming for global AI development teams
- Aligned priorities across data science, NLP, and QA teams to ensure high-quality, on-schedule releases
- Served as strategic liaison between client executives and internal leadership, ensuring measurable business outcomes

Amelia – Cognitive Project Lead (New York, NY)

Aug 2017 – Apr 2018

Amelia develops conversational AI and intelligent automation solutions designed to handle complex customer and employee interactions. Led delivery efforts that translated enterprise business requirements into working AI solutions, coordinating technical teams, integrations, and client stakeholders.

- Directed end-to-end delivery of Amelia cognitive AI solutions for enterprise clients
- Managed cross-disciplinary teams of engineers, architects, and cognitive designers
- Oversaw project budgets, scope, and governance across multiple concurrent deployments
- Coordinated client expectations, risk management, and deliverables throughout lifecycle
- Improved team delivery cadence through agile methods and sprint retrospectives
- Defined repeatable implementation playbooks that accelerated deployment timelines by 20%

Louis Vuitton Americas – Manager, Technical Projects (New York, NY)

Aug 2012 – Aug 2017

Louis Vuitton is a global luxury fashion house with a large international retail operation. Supported the technology infrastructure behind its North and South American retail network, managing network modernization and infrastructure initiatives that kept stores connected and supported day-to-day business operations.

- Oversaw \$3M CapEx/OpEx budget across 100+ retail and warehouse sites in North & South America
- Directed network, telecom, and infrastructure upgrades, improving performance and reducing annual costs by \$100K
- Managed vendors for procurement, deployment, and maintenance across global time zones (“follow-the-sun”)
- Delivered ~25 store openings or renovations per year, coordinating all IT systems end-to-end
- Rolled out a standardized LAN/WAN architecture globally to ensure consistent performance and security
- Expanded multilingual call-center operations across Mexico and French Canada to enhance customer service
- Partnered with LVMH global teams to align digital transformation with brand standards