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

Education & Certifications

- Project Management Professional Certification **(PMP)**
- Agile Certified Practitioner **(PMI-ACP)**
- Certified Scrum Master **(CSM)** (planned Dec 2026)
- Bachelor of Science in Information Technology – **University of Central Florida (Orlando, FL)**

Career Experience

Contract Project/Program Manager (Remote)

Jan 2023 – Current

Berkshire Grey: Project Manager

Led the robotics and automation workstream for a rebuild of a major retail distribution center, managing the delivery, coordination, and reporting for warehouse robotics and AI-driven automation

- Managed project delivery across hardware, software, engineering, field deployment, and customer teams, tracking milestones, risks, dependencies, and rollout readiness
- Coordinated procurement, shipping, staging, configuration, and installation of robotic picking systems
- Reported project status and deployment readiness to internal executives and customer stakeholders, identifying issues & risks early and keeping implementation work on schedule

Skechers: Technical Project Manager

Led a retail network modernization across 200 Skechers locations globally, with a strong focus on vendor management and coordination, while completing upgrades with zero downtime

- Managed rollout planning and execution across multiple teams, coordinating store schedules, technical dependencies, and deployment readiness
- Redesigned the deployment process to increase annual upgrade capacity by 2.5x
- Led the network engineering team through configuration, testing, and deployment of the Cisco Meraki stack
- Built rollout schedules, handoff checkpoints, and lots of dependency tracking to keep deployments on schedule and make sure every store was ready for cutover

Kontoor Brands: Automation Program Manager

Managed an enterprise automation program focused on implementing (or expanding) the use of conversational AI to reduce manual work and improve efficiency across business and technology teams

- Managed a portfolio of automation initiatives spanning conversational AI, infrastructure automation, ServiceNow, and RPA, while coordinating project managers, budgets, risks, dependencies, and priorities
- Expanded a conversational AI platform (Amelia) into new business use cases, including voice capabilities, customer support workflows, and substantial refinements to natural language understanding
- Reported program status, budget, and risk to the CIO, VP of Technology, and vendors while helping delivery teams stay on track across waterfall and agile projects, including Scrum leadership ceremonies

Nissan Financial: Senior Technical Project Manager

Led a contact center upgrade project for outbound dialing, inbound call handling, and conversational AI

- Managed the upgrade of the outbound dialer to Acqueon and integration of Omilia AI to replace the legacy IVR for inbound calls
- Managed project schedules, budgets, risks, vendors, and executive reporting for implementation and launch

Cognigy – Engagement Manager (Remote)
Apr 2022 – Dec 2022

Cognigy (now NiCE) develops enterprise conversational AI solutions for omnichannel customer service. Worked within Professional Services to help enterprise clients turn AI capabilities into production-ready solutions

- Led Professional Services delivery for conversational AI implementations, coordinating solution architects, engineers, UX designers, and customer teams through implementation and launch
- Served as the primary client contact throughout the project lifecycle, aligning scope, expectations, risks, status reporting, and ultimately handoff to the production support team
- Built a new QA and issue-management process that reduced customer-reported issues by more than 40% and improved SLA tracking and resolution
- Worked with customers to measure adoption, review user feedback, and build roadmaps for expanding conversational AI into additional use cases
- Improved visibility and team coordination by implementing Jira, Confluence, and Smartsheet for project tracking, collaboration, and reporting

Kasisto – Project Manager (New York, NY)
May 2018 – Dec 2021

Kasisto specialized in conversational AI for financial services; managed enterprise implementations across banking systems, mobile, web, messaging, and contact center channels

- Led delivery of conversational AI implementations for major financial institutions including TD Bank, Emirates NBD, Mastercard, Absa, and other large African banks
- Served as the primary client contact throughout implementation, coordinating scope, priorities, risks, dependencies, and delivery across business and technical teams
- Increased digital adoption and engagement by 20% through integrations across multiple channels
- Coordinated delivery across data science, solution architecture, application development, NLP, and QA teams, balancing resources and clearing blockers across multiple client projects
- Managed Agile delivery across global teams, including sprint planning, daily scrums, retrospectives, backlog management, epics, and user stories

Amelia – Cognitive Project Lead (New York, NY)
Aug 2017 – Apr 2018

Amelia develops conversational AI and intelligent automation solutions for complex customer and employee interactions. Led enterprise implementations from scope definition to planning, development, & deployment.

- Led end-to-end delivery of conversational AI and automation solutions for enterprise clients
- Managed cross-functional teams of cognitive engineers, architects, linguists, UI, R&D, and operations resources across multiple concurrent projects
- Worked directly with clients to define requirements, track implementation progress, and identify additional workflows that could be automated to expand adoption
- Coordinated delivery against SOW requirements and quality standards, keeping technical work aligned across teams through development, integration, testing, launch, and warranty support
- Built repeatable implementation processes and delivery methodologies that improved consistency and reduced deployment timelines by approximately 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, leading infrastructure projects worldwide.

- Managed a $3M annual CapEx/OpEx budget for infrastructure maintenance, upgrades, and new initiatives across 100+ sites in North and South America
- Delivered technology infrastructure for 20-30 store openings, moves, and renovations each year, coordinating networks, telephony, Wi-Fi, video, PCs, and other site systems
- Led network and telecom modernization across retail, warehouse, factory, contact center, and office locations, standardizing Cisco LAN infrastructure and reducing annual operating costs by nearly $100K
- Expanded customer-facing technology through multilingual call-center routing, secure guest Wi-Fi, mobile-device management, and other infrastructure services supporting retail operations