KHALILAH DANIELS

San Jose, CA | 702.250.2806 | Khalilahimandaniels@gmail.com | linkedin.com/in/khalilah-daniels-048610a9

PROFESSIONAL SUMMARY

AI deployment and implementation strategist with 10+ years taking customers from signed to self-sufficient at high-growth SaaS startups. I deploy AI tools, drive adoption with skeptical technical audiences, and use AI to automate real work — including production agents built to be grounded, sourced, and trusted. In the past 12 months I led or took over 30+ enterprise implementations across $4M+ in ARR, and my AI agents increased my onboarding capacity ~60% while holding time to first value steady. One of the earliest implementation hires at Jellyfish and the founding US Support Engineer at Codility, I build functions and playbooks from scratch. Equally fluent configuring complex integrations and earning the trust of engineering leaders, I turn ambiguous goals into measurable outcomes and help customers realize value faster than they expected.

SKILLS & TECHNOLOGIES

AI & Agents: Glean, Claude · AI agent design (grounding, source citation, sub-agent composition, confidence/uncertainty flagging) · AI-powered workflow automation · Prompt engineering · Claude Code

Build & Data: SQL · REST API integrations · SSO/SAML · Supabase, Vercel, GitHub · Jenkins, Datadog, CodeRabbit

Platforms & Tools: Jira, Zendesk, Salesforce, Gong, Confluence, Redshift, Intercom, Slack

Core Strengths: AI deployment & adoption · Technical onboarding & configuration · Customer lifecycle management · Enterprise relationship ownership · Cross-functional collaboration · Escalation coordination · Executive communication · Process improvement & enablement

EXPERIENCE

Sr. Implementation Engineer — Jellyfish 08/2022 – Present · Remote

Enterprise & Strategic accounts · AI observability & engineering analytics SaaS · Early-stage, high-growth startup

- Help build the implementation practice from the ground up as the **third Implementation Engineer** — onboarding frameworks, escalation workflows, and AI-powered tooling — across a portfolio of Enterprise and Strategic accounts.
- Lead or take over enterprise implementations — **30+ in the past 12 months** across 20+ Enterprise and Strategic accounts representing **$4M+ in ARR**.
- **Build production AI agents** that automate post-sales work — including an implementation-maturity agent that composes signals from other agents plus Gong, Slack, and email against defined playbooks to flag account health, and a feature-request routing agent that surfaces revenue-impacting requests — all designed with source grounding and explicit uncertainty flagging to stay trustworthy in front of customers.
- Use AI agents (adopted October 2025) to **start ~60% more implementations per month** and **complete onboarding ~20% faster (about 3 weeks)**, while holding median time to first value steady at ~7 weeks.
- Drive team adoption of AI workflows that turn manual research and data validation into sourced, ready-to-act outputs — surfacing at-risk accounts before they become escalations and accelerating time-to-value.
- Own end-to-end configuration for complex engineering environments — integrating SSO and a broad developer toolchain (GitHub Copilot, Cursor, Jenkins, Datadog, CodeRabbit) so the platform maps accurately to each customer's stack.
- Build tailored success plans with milestones, risk indicators, and first-value targets that get customers to measurable value early in onboarding rather than at the end.

- Turn around at-risk accounts by diagnosing process-hygiene gaps and driving change top-down through executive partnership and structured 30/60/90-day plans.
- Serve as trusted advisor to engineering leaders and executives, running discovery to translate ambiguous goals into measurable outcomes.
- Coordinate escalations end-to-end and champion feature enhancements that influence the roadmap; partner with AEs and SEs to turn presales context into successful deployments.

Sr. Technical Support Engineer → Solutions Engineer → Sr. Technical Support Engineer — Codility
10/2018 – 08/2022 · San Francisco, CA

Founding US technical hire — moved across support, solutions engineering, and senior support, building deep product and customer expertise across the full pre- and post-sales lifecycle.

- **Founded Codility's US support function** as the first US-based Support Engineer — built training materials, onboarding programs, and documentation infrastructure from the ground up, creating the foundation the team scaled from.
- Stepped into a **Solutions Engineer** role partnering with the US GTM team across the full sales cycle — technical discovery, demo delivery, proof-of-concept design, and RFP completion — translating customer needs into technical wins.
- Led **SAML/SSO integrations and Open API configurations**, enabling customers to connect Codility to their existing HR and recruiting stacks.
- Served as technical partner to Enterprise Customer Success Managers — resolving complex product issues, developing workarounds, and feeding patterns back to product.
- Trained Sales and CS teams on product updates and bridged technical depth with commercial execution, identifying expansion opportunities and strengthening retention.

Product Support Analyst — Meta 05/2017 – 02/2018 · Menlo Park, CA

- Resolved advertising product issues at high volume (60–100 cases/shift) with clear bug replication and escalation paths to engineering; developed training materials and onboarded new team members as a go-to resource for product changes.

Technical Support Specialist — Tesla Motors, Inc. 07/2015 – 04/2017 · Fremont, CA

- Delivered high-touch technical support to Tesla owners (70–90 contacts/shift), diagnosing vehicle and software issues and escalating complex cases with full context — acting as a customer educator who tailored explanations to each owner's understanding.