Tai Habersham MBA

Integration Engineer | Technical Program and Readiness Lead

Norcross, GA | (470) 353-8616 | tai.habersham@gmail.com
career.princetai.com | linkedin.com/in/taihabersham

Executive Profile

Integration engineer and readiness lead with 13+ years across telecommunications, field-service technology, and global enterprise IT. Leads cross-system test strategy, technical delivery coordination, and operational readiness across customer, order, activation, billing, and partner platforms. Translates ambiguous requirements into acceptance evidence, clear dependencies, and actionable risk decisions. Combines an Executive MBA with hands-on systems integration, applied AI, and measurable workflow improvement.

Core Expertise

Technical program delivery • Enterprise integration • Test strategy and release readiness • Requirements and acceptance criteria • Cross-functional leadership • Risk and dependency management • Test data and environment readiness • Billing and provisioning • Executive communication • AI enablement and RAG knowledge systems

Professional Experience

Spectrum / formerly Cox Communications | Atlanta, GA

Integration Engineer (functional scope) | Official title: Technical Analyst II
March 2019–Present

Bulk mobile migration readiness | In progress

- Lead test strategy and readiness for an enterprise mobile migration, designing staged validation of device-payment-plan transfer and cohort migration across billing, ordering, provisioning, and notifications.
- Define acceptance evidence and happy-path, edge-case, and exclusion coverage; reconcile contradictory requirements and preserve regression coverage for the existing voluntary-migration path.
- Partner with engineering, billing, carrier, and device teams on API and notification scope, environment constraints, entry criteria, and cross-environment test data.
- Review draft test coverage for duplicates, gaps, and conflicting expected results. Prepare VP-level readiness material that separates demonstrated progress from open dependencies and decisions.

Mobile launches and enterprise integration

- Led agent-assisted mobile migration test readiness supporting the September 2026 Spectrum Day launch across legacy Cox markets; coordinated strategy, execution, triage, and evidence across Cox and Spectrum teams.
- Authored 700+ test cases across 20+ enterprise epics spanning mobile launches, wearables, trade-in, financing, billing, and customer communications.
- Aligned product, engineering, QA, operations, vendors, and partners on customer states, acceptance criteria, dependencies, and downstream results across CRM, order management, billing, provisioning, and APIs.

Professional Experience Continued

Spectrum / formerly Cox Communications | Continued

- Served as an E2E SME in regression bridges, partner testing, and leadership demonstrations; connected technical evidence, customer consequences, and accountable owners to readiness decisions.
- Identified and drove remediation of customer-impacting integration defects, including a production fix; traced activation-lifecycle communication issues into actionable cross-team defect reports.
- Served as Apple Watch domain SME and E2E Integration Lead, coordinating activation and lifecycle validation across customer, device, order, and billing systems.
- Designed and evaluated a retrieval-augmented prototype for Apple Watch activation and lifecycle troubleshooting, organizing terminology, scenario flows, signal timing, and troubleshooting guidance.
- Contributed to the Talon password-reset transformation across six applications. Team results: 425K monthly resets, 94% self-service, and a 3% improvement in success rate; recognized with a Cox Synergy Award in April 2023.

Earlier Experience

McKenney's Inc. | Atlanta, GA

Business Technologist | Internal Product Owner | September 2016–March 2019

- Led TechConnect iPad application v2.0 and subsequent quarterly releases as Product Owner and Project Manager, eliminating paper workflows for 300+ field technicians and reducing processing time by 75%.
- Automated onboarding across HR, IT, Accounting, and Service using Smartsheet, saving 30+ hours per cycle; applied Lean and formal Change Management practices to workflow design, adoption, and improvement.

Mölnlycke Health Care | Atlanta, GA

Business Systems Specialist | September 2013–September 2016

- Delivered global IT initiatives and partnered with senior leadership on multi-year network infrastructure strategy across international offices.
- Implemented a cloud-based phone system across global sites, owning vendor selection, contract negotiation, requirements, UAT, rollout, and post-launch support.

Education and Credentials

Executive MBA, Georgia State University, J. Mack Robinson College of Business, May 2022
BBA, Computer Information Systems, Georgia State University, May 2013

Credentials earned: SAFe 6 Practitioner • SAFe 6 Product Owner/Product Manager • Certified Scrum Product Owner • Change Management Certification • Lean Six Sigma Green Belt • ITIL Foundation (ITSM)

Platforms Methods and Tools

Systems: Salesforce, Adobe Experience Manager, CRM, assisted sales, order management, billing, provisioning, eSIM/pSIM activation, carrier integrations, APIs, and notification platforms.
Delivery: Jira, Confluence, SharePoint, Smartsheet, SAFe, Scrum, Kanban, Lean, Change Management, ITIL, UAT, and release coordination.
AI and automation: RAG knowledge systems, AI-assisted diagnostics, knowledge engineering, workflow automation, and structured runbooks.