

TAI HABERSHAM, MBA

TECHNICAL PROGRAM & INTEGRATION LEADER

Enterprise Transformation | Product Operations | AI-Enabled Operations | Customer Experience

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Career portfolio: tai-career.taibarnacle.chatgpt.site

EXECUTIVE PROFILE

Technical program and integration leader with 12+ years turning complex enterprise transformations into executable customer journeys, cross-functional operating plans, and launch-ready systems. Leads high-stakes work across CRM, assisted sales, billing, order management, provisioning, activation, customer messaging, and partner platforms, translating ambiguity into milestones, dependencies, risk decisions, acceptance criteria, and end-to-end evidence. Combines hands-on systems depth with an Executive MBA and a record of mobile platform migration leadership, AI-enabled diagnostics, and measurable workflow automation.

CORE EXPERTISE

Technical Program Delivery | Enterprise Integration | Customer Experience Transformation | Product & Launch Readiness | Product Operations | Cross-Functional Leadership
AI Enablement & RAG Knowledge Systems | Risk, Dependency & Defect Management | Requirements & UAT | Workflow Automation | Change Management | Executive Communication

CAREER IMPACT

20+ ENTERPRISE EPICS | 700+ TEST CASES | 300+ FIELD TECHNICIANS
75% FASTER PROCESSING | 30+ HOURS SAVED PER ONBOARDING CYCLE

PROFESSIONAL EXPERIENCE

SPECTRUM | Atlanta, GA | Fortune 500 Telecommunications

Integration Engineer | March 2019 - Present

- Led agent-assisted mobile migration test readiness supporting Spectrum Day's September 16, 2026 launch across all legacy Cox markets, part of a company rollout reaching 11M+ homes and businesses [1].
- Curated the end-to-end test strategy and execution model across eligibility, sales, porting, activation, billing, and communications; aligned product, engineering, QA, operations, vendors, and partners around scenario coverage, account preconditions, dependencies, expected outcomes, and downstream evidence.
- Led test case execution and defect triage across Cox and Spectrum teams, connecting technical evidence, customer consequences, and accountable owners to readiness decisions.
- Led launch readiness for flagship mobile, device, and wearable programs across eSIM/pSIM activation and web, mobile, and retail journeys; authored 700+ test cases across 20+ enterprise epics spanning new products, trade-in, financing, activation, billing, and customer communications.
- Served as a trusted E2E subject-matter expert in war rooms, regression bridges, partner testing, and high-visibility demonstrations, connecting front-end behavior to CRM, order management, billing, provisioning, notifications, APIs, and partner-system outcomes.
- Translated evolving integration requirements into clear customer states, acceptance criteria, exception coverage, and evidence standards; reconciled outdated expectations with supported product decisions.
- Identified and drove remediation of customer-impacting integration defects, including a production fix that protected the intended service experience.

[1] Company rollout footprint. Sources: transaction close (Aug. 20, 2026); Spectrum Day launch (Sep. 16, 2026).

PROFESSIONAL EXPERIENCE - CONTINUED

SPECTRUM | Continued

Integration Engineer | *March 2019 - Present*

- Investigated customer-communication issues across the activation lifecycle and translated the findings into actionable defects that supported cross-team remediation.
- Designed and shipped a multi-document RAG-based diagnostic system for Apple Watch activation and lifecycle scenarios, structuring terminology, canonical flows, signal timing, and troubleshooting guidance into reusable decision support.
- Standardized wearable operational readiness through validation planning and coordinated lifecycle checks across CRM and billing systems to support a consistent customer experience.

EARLIER EXPERIENCE

MCKENNEY'S INC. | Atlanta, GA | Commercial Mechanical Contractor

Business Technologist | Internal Product Owner | *September 2016 - March 2019*

- Led the digital transformation of field-service operations as internal Product Owner for a custom iPad application, eliminating paper workflows for 300+ technicians and reducing processing time by 75%.
- Automated cross-department onboarding with Smartsheet, saving 30+ hours per cycle across HR, IT, Accounting, and Service.
- Applied Lean and formal Change Management practices to enterprise workflow design, adoption, and continuous improvement.

MÖLNLYCKE HEALTH CARE | Atlanta, GA | Global Medical-Device Manufacturer

Business Systems Specialist | *September 2013 - September 2016*

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

EDUCATION & CREDENTIALS

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

Certifications: 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 & TOOLS

Program & Product: Technical program delivery, launch and operational readiness, dependency management, risk and issue management, requirements translation, acceptance criteria, UAT, release coordination, product operations

Enterprise Systems: Salesforce, Adobe Experience Manager, CRM, assisted sales, billing, order management, provisioning, activation, eSIM/pSIM, carrier integrations, APIs, customer-notification platforms

AI & Automation: Retrieval-Augmented Generation (RAG), AI-assisted diagnostics, knowledge engineering, prompt-driven troubleshooting, workflow automation, structured runbooks

Delivery: Jira, Confluence, SharePoint, Smartsheet, SAFe, Scrum, Kanban, Lean, Change Management, ITIL