

KENNETH DICKINSON

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Executive technology leader transforming regulated and traditional companies into AI-enabled product organizations. Proven track record defining enterprise AI strategy, modernizing cloud-native platforms, and scaling high-performing engineering teams that deliver measurable business impact across regulated industries. Experienced in operationalizing AI across enterprise workflows, balancing decentralized innovation with governance, security, data classification, explainability, and responsible AI practices. Trusted board-level communicator aligning AI strategy with business outcomes, risk, and investment priorities.

Enterprise AI Strategy • Agentic AI Systems • Responsible AI Governance • Enterprise AI Adoption • AI-Native Product Development • Platform Modernization • Cloud & Serverless Architecture • Organizational Design & Scaling • DevSecOps & Engineering Excellence

AI LEADERSHIP

- Led enterprise AI strategy for a regulated insurance company, turning executive and board alignment into governed adoption, responsible AI controls, and production deployment.
 - Established decentralized AI operating model enabling rapid business-led innovation across build, buy, and hybrid implementation paths.
 - Scaled AI adoption across 11 business units and 356 users, expanding from 7 users in January 2026 to governed enterprise-wide adoption across engineering and business functions.
 - Deployed production agentic AI capabilities on AWS AgentCore, supported by responsible AI governance, risk management, data classification, explainability, and ethical use controls.
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PROFESSIONAL EXPERIENCE

Jewelers Mutual — Vice President, Engineering

September 2024 – Present

Enterprise AI Strategy & Transformation

- Assumed ownership of the enterprise AI function and defined the company's AI strategy from the ground up, establishing a decentralized model for rapid business innovation while maintaining governance, security, and executive oversight.
- Built company-wide AI operating model spanning build vs. buy decisions, enterprise tooling adoption, production agent deployment, data classification, explainability, and responsible AI governance.
- Scaled AI adoption from 7 users in January 2026 to 356 users across 11 business units, moving the company from ad hoc experimentation to governed enterprise deployment.
- Led enterprise adoption of AI-assisted development and knowledge-work tooling, including Claude Code rollout and supporting ways of working to improve productivity, delivery speed, and experimentation velocity.
- Deployed production AI agents on AWS AgentCore, embedding automation and decision support into enterprise workflows.
- Presented AI strategy, roadmap, risks, and progress directly to the Board of Directors, shaping executive alignment, investment priorities, and enterprise adoption.

Platform, Product & Engineering Leadership

- Built and scaled a 40+ person engineering organization across platform, product, and quality, establishing Jewelers Mutual's Raleigh technology hub.
- Architected and delivered a next-generation, event-driven, serverless AWS platform forming the foundation for future digital products, AI-enabled workflows, and enterprise modernization.
- Launched the company's first modern product, "Anything Promise," validating the new platform architecture and accelerating time to market.
- Defined a squad-based operating model aligning engineering, product, and design to business value streams.
- Established enterprise standards for API governance, observability, DevSecOps, and event-driven architecture.

Pelago (formerly Quit Genius) — Vice President, Engineering

January 2023 – September 2024

- Drove 130% growth in contracted ARR and invoiced revenue in under a year through product-led growth and platform modernization.
- Improved engineering velocity by 334% in one quarter via observability standards, continuous delivery efficiencies, and AI-assisted development.
- Guided technology division through a 32% workforce reduction with 0% voluntary churn of high performers, while restructuring into flexible full-stack squads.
- Launched Pelago's first SRE and observability strategy, achieving 99.99% availability SLAs, and secured key compliance certifications (SOC2, HIPAA, GDPR, HITRUST).

SingleStore — Vice President, Cloud Infrastructure

September 2021 – November 2022

- Delivered a 47% reduction in COGS across 24 global regions by optimizing multi-cloud infrastructure (AWS, GCP, Azure).
- Scaled the cloud infrastructure division by 44% across US, EMEA, and APAC in a single year.
- Strengthened resilience and compliance by expanding ISO 27001, SOC2, HIPAA, and GDPR certifications with zero audit findings.
- Implemented a hybrid testing and observability stack, improving reliability and cutting engineering costs by 40%.

SAS Institute — Vice President, Enterprise Quality

April 2020 – September 2021

- Led a 350+ person Enterprise Quality division across four global regions, driving organizational transformation at scale.
- Transitioned the SAS Viya analytics platform from biannual releases to a continuously delivered SaaS model on Kubernetes.
- Maintained and expanded ISO 27001, SOC2, GDPR, PCI, HIPAA, and FedRAMP certifications with zero audit findings.
- Founded the company's Agile Coaching function and launched a continuous education program, modernizing delivery practices across R&D.

Earlier Roles

- Director | Research & Development, SAS Institute (2019–2020)
- Director of Software Engineering, Lulu Press (2017–2019)
- Group Manager | Sr. Software Engineer, Genesys (2014–2017)
- Sr. QA Engineer, Genesys (2014)
- QA Analyst, Subway World HQ (2010–2014)

THOUGHT LEADERSHIP & EXECUTIVE ENGAGEMENT

- Named to Constellation Research's Artificial Intelligence 150, a global list recognizing executives shaping enterprise AI transformation, strategy, and adoption.
- Speaker, Constellation AI Forum 2026 — Presented on enterprise AI strategy, operationalization, and adoption in regulated industries.
- Board-level AI advisor, translating AI strategy, governance, risk, and adoption progress for executive and director audiences.
- Conference speaker on engineering transformation, DevOps, and AI-enabled delivery practices across industry events including AllDayDevOps.

PATENTS

- System and Method for Dynamically Generated Reports (US20170142548A1), U.S. patent covering event-driven data generation and alerting mechanisms.

EDUCATION

- Duke University — Chief AI Officer (CAIO) Program (in progress, 2026)
- University of New Haven — Computer Science