GRADY OTTOMEYER

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CUSTOMER DELIVERY | TECHNICAL OPERATIONS | AI-ENABLED WORKFLOWS

Customer-facing operator with 7+ years across startup operations, business intelligence, and software delivery. Owns customer discovery, implementation planning, launch commitments, and adoption. Translates complex workflows into technical requirements, coordinates engineering and customer teams, and builds automation tied to measurable business value.

PROFESSIONAL EXPERIENCE

Senior Solutions Specialist | OmniCommerce Technologies Dec 2024 - Present

Commerce and operations software serving startups, SMBs, and enterprise clients

- Own customer delivery from discovery through implementation and adoption. Define scope, timelines, launch commitments, and success criteria, and manage customer updates, blockers, and escalations.
- Translate operations, inventory, and finance workflows into data models, business logic, and acceptance criteria with developers. Scope customer-facing capabilities, run user acceptance testing, and configure developed features.
- Lead rollout and user training, track post-launch usage, and turn customer feedback into improvements. Utilize AI agents connected through MCP to QA platform tools, identify platform gaps, and propose improvements.
- Analyze platform data using SQL and Metabase to identify repetitive workflows to drive new feature development.

Head of Business Intelligence | Flow Distribution Mar 2023 - Dec 2024

Multi-brand wholesale manufacturer and distributor

- Lead rollout of Looker Studio across all business units, consolidating unorganized data into a shared reporting platform
- Built demand forecasts and inventory planning models that informed purchasing, manufacturing, and commercial decisions. Worked with sales, finance, and operations leaders to identify process gaps and implement improvements.
- Automated partner inventory and sales reporting through ERP APIs, replacing manual updates with on-demand visibility. Made fragmented operational and commercial data usable for executive decisions.

Director of Operations | Grassdoor Jun 2019 - Feb 2023

Highly regulated last-mile delivery startup

- Scaled delivery operations 8x, from approximately 300 to 2,500+ daily orders. Partnered with engineering on routing algorithms, driver applications, and dispatch workflows to support growth.
- Translated California labor-compliance requirements into routing constraints and automated driver break scheduling. Designed pricing and delivery-window limits to balance demand, capacity, and unit economics.
- Launched a marketplace of 75+ storefronts, generating $1M+ in incremental revenue within 18 months. Oversaw a white-label delivery service launch and managed a 20+ person support team.

SKILLS

Customer delivery - Discovery, solution scoping, delivery planning, stakeholder coordination, risk and dependency management, launch readiness, user acceptance testing, training, and adoption tracking.

Technical - SQL, Metabase, REST APIs, data modeling, workflow automation, MCP, AI-assisted development, Python, JavaScript, Excel, VBA, and Google Apps Script.

EDUCATION

Auburn University | Harbert College of Business - B.S. Business Administration, Marketing, May 2019
Finance minor | NCAA Division I Swimming | SEC Academic Honor Roll, 2015-2019