

Austen Tucker-Crowder

AI Enablement & Engineering Transformation Leader

Chicago, IL · austen@thearcades.me · work.thearcades.me · github.com/Arcadesys

Summary

AI enablement and engineering transformation leader, builder, program manager, and agile coach with 16+ years delivering customer-focused software. I build the operating systems, learning experiences, and decision-making practices that help teams adopt AI in their everyday work. An accessibility-first facilitator, I turn complex transformation work into usable tools, shared goals, and concrete next steps.

Key Accomplishments

- Helped raise agentic-coding adoption from roughly 2% to 43% of merge requests; it was still climbing at departure
- Led Devin adoption with goals and KPIs, including a game used to communicate the operating model
- Led a March 2026 roadshow for product managers across three continents, introducing Cursor and agentic AI; attendees began producing prototypes afterward
- Built Wavelength, an MCP-enabled operating artifact for tasks, RAID-log items, and program state
- Within four days of arrival, facilitated an onsite that multiple attendees called one of their best
- Reduced planning time by 50% at Arity via data-driven prioritization for 50+ engineers
- Increased feature throughput by 400% at WorkTango during merger-driven agile transformation
- Generated \$1.5B in locked-loan volume with one sprint of work at Guaranteed Rate

Experience

ActiveCampaign — AI Enablement and Transformation

Chicago, IL · 06/2025–09/2026

- Led AI enablement and transformation across engineering, product, and leadership, turning adoption goals into measurable, repeatable practice
- Helped raise agentic-coding adoption from roughly 2% to 43% of merge requests; adoption was still climbing at departure
- Led Devin adoption with goals and KPIs, using a game to communicate the operating model
- Led a March 2026 roadshow for product managers across three continents, introducing Cursor and agentic AI; attendees began producing prototypes afterward
- Built Wavelength, an MCP-enabled operating artifact containing tasks, RAID-log items, and program state
- Coordinated cross-pillar AI transformation work, including outcomes and north-star metrics that supported ePMO governance and executive review
- Built Claude skills and Langfuse evaluation prompts that supported daily operations and assessment of AI-agent response quality
- Designed accessibility-first Cursor and agentic-AI learning experiences that gave participants room to build working prototypes
- Within four days of arrival, facilitated an onsite that multiple attendees called one of their best
- Created Worksites, intensive problem-solving sessions using board-game prototyping principles, and built operational tools for shared decisions and program visibility

Allstate — Senior Program Manager

Chicago, IL · 08/2023 – 02/2025

- Led cross-functional teams to deliver key initiatives across the Allstate Family of Companies
- Enhanced decision-making through robust metrics and streamlined project management tools
- Championed agile practices and AI adoption by co-designing an AI training curriculum for the product department

Arity — Senior Scrum Master & Agile Coach

Chicago, IL · 06/2020 – 08/2023

- Slashed planning time by 50% for quarterly planning for 50+ engineers
- Mentored Scrum Masters, enabling three promotions and strengthening agile alignment within the org

WorkTango — Senior Scrum Master & Head of Agile PMO

Chicago, IL · 01/2019 – 06/2020

- Spearheaded agile transformation during a merger, boosting feature delivery throughput by 400%
- Redesigned workflows to double team velocity
- Built a mentorship program within the technology organization to nurture future leaders

Guaranteed Rate — Scrum Master & Project Lead

Chicago, IL · 11/2015 – 12/2018

- Rescoped a delayed initiative to deliver an MVP in two months, cutting production time by 75%
- Acted as product owner for a data mining tool, generating \$1.5B in locked-loan volume
- Developed a measurement plan that streamlined app functionality and elevated user engagement

Earlier Experience

- Chicago Housing Authority — Business Analyst & Scrum Master (2012–2015)
- Technology Partnership Group — Business Analyst (2009–2012)

Community & Volunteer Work

Midwest FurFest — Operations Volunteer, Chicago, IL

Staff role at a registered 501(c)(3) running a 15,000-attendee annual conference. Volunteer coordination, on-site operations, and logistics at scale under a hard, immovable deadline.

Tools & Skills

- AI & Automation: Claude Code, Cursor.ai, Langfuse, Glean, Agentic Development, LLM Evaluation, MCP Development, Claude Skills Development
- Facilitation & PM: Jira, Digital.ai, Confluence, Airtable, Trello, Mural, Remote/Hybrid Facilitation, Offshore Coordination
- Development: Next.js, React, Node.js, Python, Express, Bootstrap, Postgres, Amazon Lambdas
- Tracking & Analysis: Google Analytics, Hotjar, Datadog, Grafana, Tableau
- Communication: Video, Audio, and Graphic Production, Training Production, Professional Writing, Accessibility-First Design
- Methodologies: Paper Prototyping, Constructivism, Kolb's Experiential Learning, Think-Pair-Share, MoSCoW, Rose/Thorn/Bud, Spotify Squad Health Check

Education & Certifications

- Wabash College — B.A. in English, Rhetoric, and Teacher Education, 2007
- Certified Scrum Master (CSM) — 2011–Present