

# BRIAN STEPHENSON

MBA Candidate, PMP, PSM, CertDA

brian.stephenson@outlook.com

+1.763.807.2546

Mooresville, NC

Zero-to-one builder who turns hardware products into deployed, revenue-generating services. Built professional services from \$0 to \$7M (55% of revenue) at Butlr, scaled operations 2X while cutting costs 20% at Shopify, and was part of the original Amazon Robotics team that created the deployment playbook.

## KEY METRICS

**\$0→\$7M (55% Rev)**  
20+ Countries

**30-day Time to Revenue**  
96% Uptime

**\$300M+ Portfolio**  
Top 1% Impact

## WORK EXPERIENCE

**BUTLR TECHNOLOGY**, *Head of Technical Operations* Aug 2023 - Present



Built professional services from \$0 to ~\$7M in 18 months (55% of revenue)  
P&L owner; pricing strategy, legal frameworks, deal desk, and quarterly board reporting.  
Reduced Time to Revenue from 4–6 months to 30 days across 20+ countries.  
Built PMO with embedded DevOps; 9 direct reports managing vendor delivery.

**SHOPIFY**, *Lead Technical Program Manager* Aug 2021–Aug 2023



Scaled fleet ops 2X YoY, cutting costs 20%, 96% uptime across thousands of robots.  
Reduced MTTR from 30–45 days to 9 days via vendor-managed contractors.  
Built vendor-managed field service model across 11 countries from zero.

**AVIK SERVICES**, *Program Manager* Oct 2017–May 2021



Delivered 60+ robotics and automation projects for Fortune 10 clients nationwide.  
Led Amazon Go and robotics installs from R&D labs to nationwide deployments  
Drove 25% revenue growth; Led project teams across ~50 FTE.

**AMAZON ROBOTICS**, *Project Manager / Engineer* Jun 2013–Oct 2017



Original cohort of 8 that built Amazon's robotics deployment playbook from the Kiva acquisition.  
Managed \$300M+ portfolio across 12+ deployments; led UK and Spain initial expansion.  
Built vendor bases and teams from scratch.

## FEATURED CLIENTS & COLLABORATIONS



Amazon



Amazon Robotics



Walmart



Microsoft



OpenAI



DHL



GXO Logistics



6 River Systems



Ocado Technology



AstraZeneca



Medtronic



Salesforce

## EDUCATION



**MBA CANDIDATE**  
*Fayetteville State University*

Dec 2026

Concentration in Entrepreneurship. Honors student.



**B.S. ENGINEERING, ELECTRICAL**  
*Minnesota State University, Mankato*

2013

Honors, Minor in Math. Presidential Volunteer Award, Best Speaker Research Symposium.

## KEY QUALIFICATIONS & EXPERTISE

- Business:** P&L ownership, professional services revenue, go-to-market strategy, pricing strategy, revenue recognition, board reporting, margin expansion
- Operations:** Global delivery, vendor ecosystem development, deployment at scale, fleet operations, multi-site rollouts, operational excellence, cost optimization
- Leadership:** Org design, PMO development, matrix leadership, global team building, change management, executive stakeholder management, agentic AI strategy