

Miles Chu

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PROFESSIONAL SUMMARY

GTM Strategy, Revenue Operations, and AI workflow builder experienced in executive reporting, Salesforce systems, forecast cadences, and AI-enabled operating workflows across frontier AI, enterprise SaaS, and consulting. At OpenAI, improved decision quality across ~\$250M+ active pipeline, reduced RevOps request turnaround by ~45-50%, and automated Salesforce POC lifecycle work with Google Apps Script, Slack, and Custom GPT/OpenAI schema-powered workflows. At Docusign, supported \$150M+ territory investment decisions and \$1.5B+ global pipeline analytics while improving forecast accuracy by 18%. Known for turning ambiguous GTM and executive asks into durable reporting systems, human-in-the-loop workflows, and operator adoption programs.

CORE SKILLS

AI workflow and internal tools: OpenAI API, Custom GPTs, Codex, Claude Code, n8n, Docker, MCP workflows, workflow orchestration, GitHub, VS Code

GTM and RevOps systems: Salesforce, pipeline coverage, forecasting, account planning, territory operations, opportunity hygiene, POC lifecycle management, metric governance

Analytics and automation: SQL, Snowflake, MySQL, Google Apps Script, Slack API, Tableau, Power BI, Excel, Google Sheets, Jira

Operating model design: intake and triage workflows, human review loops, executive operating reviews, governance KPIs, enablement, documentation, cross-functional adoption

PROFESSIONAL EXPERIENCE

OpenAI

Member of GTM Staff | San Francisco, CA | Oct 2025 - Feb 2026

- Improved executive pipeline decision quality across ~\$250M+ active pipeline by owning weekly coverage, hygiene, and risk views for RevOps and CRO leadership and standardizing Salesforce logic across stages, ownership, and coverage thresholds.
- Built AI-native RevOps workflow systems for Sales and GTM operators, reducing request turnaround by ~45-50% through Google Sheets, Apps Script, Slack routing, status visibility, and human-in-the-loop triage.
- Increased Salesforce operational efficiency by ~30% by automating Proof-of-Concept lifecycle management with SFDC status-change logic, Apps Script workflows, and Custom GPT/OpenAI schema-powered tooling that reduced manual updates and data errors.
- Accelerated Statsig-OpenAI GTM readiness across 100+ customer and account records by mapping sales motions, account structures, and operating-model gaps into post-integration tooling and alignment decisions.

Docusign

Sales Strategy and Operations Analyst | San Francisco, CA | Jan 2025 - Oct 2025

- Accelerated \$150M+ territory investment decisions by reducing reporting cycle time by 40%, redesigning SQL-driven forecasting models, and streamlining weekly executive reporting workflows.
- Improved forecast accuracy by 18% and opportunity quality by 25% by implementing a dynamic deal valuation and benchmark framework across a \$1.5B+ global pipeline.
- Increased pipeline conversion efficiency by 20% by identifying 40% coverage gaps through statistical regression analysis of win-rate decay, deal-size trends, and coverage thresholds.
- Enhanced deal prioritization for 15+ GTM leaders by launching real-time Salesforce hygiene dashboards that surfaced \$75M+ in stale opportunities, age, push-count, and forecast-risk signals.
- Improved executive reporting trust across 5 global divisions by building full-funnel Tableau dashboards, scalable reporting infrastructure, and monthly regional council cadences.

IBM

Consultant, Sales Operations and Enablement Lead | San Francisco, CA | Oct 2022 - Dec 2024

- Improved first-time-fix rates by 15% and reduced time-to-resolution by 14% for a Fortune 500 cybersecurity client by developing a 2-year GenAI transformation roadmap and LLM-powered support playbooks with optimized routing logic.
- Scaled AI adoption across 220+ users in 3 departments by partnering with engineering and client executives to define user journeys, governance KPIs, and feature iterations through Agile sprint planning.
- Eliminated 800+ annual hours of manual reporting by building a SQL-driven KPI tracker and dashboard workflow that automated sales leadership reporting.
- Reduced mid-market sales cycle time by 35% by diagnosing Salesforce pipeline bottlenecks and implementing targeted engagement workflows that accelerated opportunity progression.

- Enabled \$2.3M+ incremental revenue and 2% conversion lift by designing account strategies and standardizing GTM playbooks across 3 market segments.
- Enhanced platform adoption workflows across IBM Consulting Advantage by creating repeatable onboarding, user feedback, and knowledge-transfer processes for 50+ solution architects.

Esri

Business Strategy and Analytics Intern | Redlands, CA | Jun 2021 - Sep 2021

- Increased campaign pipeline by \$130K+ and MQL volume by 20% by reallocating \$200K+ digital spend to high-performing email channels based on ROI analysis across customer segments.
- Improved lead conversion by 10% and reduced SDR response time by 15% by automating Salesforce and Power BI follow-up workflows and optimizing marketing-to-sales assignment logic.

SELECTED AI WORKFLOW PROJECTS

- Built local AI-assisted job-search workflows using Codex, Google Workspace data, deterministic parsing, dedupe logic, fit scoring, and lightweight reports to reconcile LinkedIn job alerts with a canonical application tracker.
- Prototyped human-in-the-loop assistant workflows across n8n, Apps Script, OpenAI API, and local automation tooling to convert recurring operational tasks into reviewable workflows.

EDUCATION

University of California, Riverside | Bachelor of Science in Business Administration, Concentration in Marketing

CERTIFICATIONS AND LANGUAGES

Salesforce Administrator | Salesforce Marketing Cloud Administrator | Salesforce Business Analyst | Salesforce Associate | Salesforce AI Associate | SQL for Data Analytics and Business Intelligence | Google Sheets for Data Analysis and BI | English | Mandarin Chinese