Chris Turner

PROFILE

Former professional baseball player turned AI and cybersecurity leader with 15+ years of experience delivering advanced AI/ML, Generative AI, and analytics solutions at enterprise scale. Proven Solutions Architect specializing in AI Engineering, Retrieval-Augmented Generation (RAG), LLM development, neural and semantic search, and MLOps automation. Recognized Amazon OpenSearch SME, skilled at integrating AI-driven approaches into cybersecurity, threat intelligence, and advanced analytics. Experienced technical content creator, public speaker, and mentor, passionate about driving strategic innovation through generative AI, large language models, and scalable AI platforms.

SOCIAL MEDIA

Linkedin

AWS Github Public Profile

Medium Professional Tech Content

Personal Github Public Profile

WORK EXPERIENCE

AI/ML & Data Analytics Solution Architect
Amazon Web Services (AWS)
📅 02/2022 – present 📍 REMOTE, USA

Leadership in AI Engineering, Generative AI, and Amazon OpenSearch Innovation

- **Recognized Amazon OpenSearch Subject Matter Expert (SME);** collaborated with platform engineering teams to advance neural and multimodal search, contextual ranking, and scalable analytics for enterprise-scale data platforms.
- Directed Amazon OpenSearch global initiatives, partnering with integrators to deliver AWS-native analytics, advanced search, and AI/ML solutions to Fortune 500 organizations.
- Led high-impact teams in strategic Splunk-to-OpenSearch migrations for major enterprises (Western Union, Citibank, Adobe, Yahoo, Capital One), accelerating adoption of AI-powered analytics and operational insights.
- Managed technical enablement and AI/ML analytics adoption for global clients and partners, delivering advanced search and generative-AI solutions for Capital One, Zscaler, American Express, Adobe, McKinsey, Cisco, and Redpanda

AI/ML Engineering and Data-Platform Development

- Designed and deployed scalable AI pipelines using **MLflow, Apache Spark, Airflow, and Delta-style data lakes** to support batch training, real-time inference, and continuous model deployment across AWS and on-prem environments.
- Built containerized, **API-driven ML systems with Docker, GitHub Actions, and ECR,** enabling reproducible CI/CD, autoscaling, model versioning, and portable deployment for high-throughput data processing.
- Orchestrated distributed model-training workflows with Kubeflow on Amazon EKS, integrating SageMaker Pipelines for automated retraining triggers and lineage tracking.
- Built petabyte-scale event-processing pipelines using AWS Glue and Apache Iceberg, auto-partitioning data lakes that feed Spark feature-engineering jobs and real-time analytics.
- Scripted AWS CDK stacks for one-click Bedrock + Amazon OpenSearch RAG environments, delivering reproducible lab spins across multiple accounts and regions.
- Integrated AWS vector databases and Amazon OpenSearch for context-aware information retrieval, powering robust ML models for fraud detection, predictive analytics, and advanced insights.

LLM Development, Prompt Engineering, and GenAI Tooling

- Developed Retrieval-Augmented Generation (RAG) pipelines using **LangChain, Amazon OpenSearch,**

WORK EXPERIENCE

GPT-4, and Claude, enabling semantic search, contextual summarization, and document intelligence at enterprise scale.

- Implemented NLP and LLM workflows with **Hugging Face Transformers** and **SageMaker Hugging Face containers**, orchestrating large-scale fine-tuning and inference with SageMaker Studio and GitHub Actions.
- Applied SageMaker to detect bias, drift, and regression in production LLMs; surfaced metrics in Grafana dashboards via Prometheus exporters.
- Implemented Guardrails.ai policies to enforce safe-completion filters and response style guides for GPT-4 outputs, reducing manual review cycles by 60 %.
- Spearheaded prompt engineering and model fine-tuning efforts on AWS SageMaker, optimizing chain-of-thought prompts and embedding pipelines to maximize LLM performance and minimize latency.
- **Leveraged Amazon OpenSearch** for hybrid, neural, and multimodal retrieval across diverse content types, delivering low-latency, production-grade generative-AI applications.

PREVIOUS EXPERIENCE

Mgr. Cyber Analytics & Solutions Development @ Yahoo | Toyota | Dept. Homeland Security
Booz Allen Hamilton
📅 01/2019 – 02/2022

- **Managed and matured cybersecurity architecture and data engineering** for Booz Allen's Commercial Cyber Fusion Center (CFC), leading enterprise-scale Splunk deployments (AWS/on-prem), integrating CrowdStrike, and developing advanced analytics, dashboards, security essentials, and automated workflows for threat detection, rapid response, incident management, and vulnerability assessments
- **Engineered AWS-based AI/ML-driven cyber intelligence capabilities**, creating data-driven analytics and machine-learning models to proactively detect sophisticated cyber threats, anomalies, and TTPs from diverse threat actors (nation-state, criminal, hacktivist); collaborated with cross-functional teams (cybercrime, e-crime, government, intelligence)
- **Provided senior leadership, strategic oversight, and technical mentorship**, leading cybersecurity engagements, proposal development, client presentations, risk identification and mitigation, attack surface management, and utilization of collaboration platforms (Jira, ServiceNow, Confluence), enabling cybersecurity program maturity, threat intelligence, and enhanced decision-making for commercial and government clients

Global Cyber Investigative Intelligence/Cyber Analytics Sr. Program Lead
Citibank
📅 03/2018 – 01/2019 📍 TAMPA, UNITED STATES

- Led data science and machine learning initiatives for a Global Cyber Investigative Intelligence program; developed cyber intelligence, OSINT, investigative analytics, and threat intelligence using data lake architectures for efficient analysis.
- Tracked nation-state actors/APTs by analyzing SOC reports to identify tactics, techniques, and procedures (TTPs); conducted cyber threat research, including dark web analysis, forensic data evaluation, and penetration test reviews to detect security gaps.
- Enhanced cybersecurity analytics by quantifying cyber intelligence into mathematical models; applied GDPR knowledge to implement security controls for EU data compliance, and recommended actionable controls for security improvements.

Senior Security Engineer/Analyst
Centene
📅 11/2015 – 03/2018 📍 TAMPA, UNITED STATES
Identity and Access Management (IAM) with SailPoint

- Delivered comprehensive IAM solutions integrating critical infrastructure with SailPoint IdentityIQ, automating role assignments and policy enforcement.
- Drove best practices in Role-Based Access Control (RBAC), creating custom IAM attributes and security policies within SailPoint to effectively manage access risk and compliance.

PREVIOUS EXPERIENCE

Infrastructure IT Support
Raymond James Financial
📅 01/2013 – 11/2015

Minor League Professional baseball player
Houston Astros Minor League
📅 06/2007 – 06/2009

STRENGTH & SKILLS

ⓘ **AI/ML, GENERATIVE AI & DATA ENGINEERING**

Amazon Nova, SageMaker Studio, Generative AI, Agentic AI, Predictive Modeling	Amazon Bedrock, Semantic Search, Neural Search, LLM Integration, Streaming, LangChain	Elasticsearch/OpenSearch, Glue, Athena, Data Lake, Kinesis, MSK, ETL Pipelines, Amzazon AI Services
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ⓘ **SECURITY, INVESTIGATIVE & LOG ANALYTICS**

Graylog, CrowdStrike, SailPoint, Tenable, Proofpoint, Splunk	Kali Linux, Metasploit, Maltego, OSINT, Cyber Investigations, Hadoop, AWS Security Services	NLP, Text Extraction, Fraud Detection, OpenSearch Ingestion Pipelines
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ⓘ **CYBERSECURITY & INTELLIGENCE**

Cyber Fusion Development, Security Analytics (SIEM), Cyber Investigations	Threat Intelligence, Threat Hunting, Fraud Detection	Open Source Intelligence (OSINT), All-Source Intelligence
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ⓘ **DEVOPS, PROGRAMMING**

Terraform, AWS CDK, CloudFormation, Ruby CodeBuild	Python, SQL, PowerShell, Pandas, NumPy, CodePipeline	CI/CD Automation, TensorFlow, PyTorch, Hugging Face
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ACHIEVEMENTS

AI/ML, Analytics & Enablement Leadership — Led 150+ strategic partner and client engagements across AI/ML, data analytics, and cybersecurity, including IBM's EMEA cybersecurity restructuring and PwC's Cyberfusion Center; mentored 50+ mentees, onboarded hundreds of AWS partners, and trained ~1,000 AWS employees. Built an internal Generative AI Salesforce analytics tool, transforming opportunity management and strategic forecasting with LLM-powered insights.

AWS Technical Content Creation & Public Enablement — Featured presenter and technical content builder at AWS re:Invent (2023–2024), Splunk Conference 2024, and AWS Summit, focused on generative AI, cybersecurity, and data platforms. Developed hands-on labs and technical enablement content across AWS Workshop Studio, Solutions Library, and GitHub Samples.

AWS Skill Builder – PartnerCast Series (2023–2024) — Delivered global technical PartnerCast sessions on advanced fraud detection, real-time threat analytics, and LLM-enhanced search with OpenSearch, SageMaker, and Bedrock. Sessions include:
• **Advanced Fraud Detection with Amazon Kinesis, MSK, OpenSearch & Fraud Detector**
• **Enabling Semantic Search with OpenSearch & Amazon SageMaker**

ACHIEVEMENTS

- Advanced Search with LLMs in OpenSearch & Bedrock
- Generative AI for Splunk: Cyber Insights with OpenSearch
- Real-Time Threat Detection with OpenSearch Security Analytics

EDUCATION

University of South Florida, Tampa, FL
    Master of Science (M.S.), Cybersecurity (Cyber Intelligence)
    Bachelor of Arts (B.A.), Criminology
Hillsborough Community College, Tampa, FL
    Associate of Science (A.S.), Network Security & Digital Forensics

CERTIFICATES

AWS Certified: AWS Data Analytics, AWS Solutions Architect, AWS Associate, Developer Associate, Cloud Practitioner • Splunk Power User