

Dylan Ram

GTM Strategy & Operations · AI Deployment

dylanmr96@gmail.com · 916-690-5681 · [linkedin.com/in/dylanram](https://www.linkedin.com/in/dylanram) · github.com/dylan3796/dylan3796.github.io

SUMMARY

The strategy-and-operations spine of a GTM org — and the builder who deploys the AI on top. Built out the foundation of Databricks' Partner Strategy & Ops team as its first hire: forecasting, attribution, incentives, quotas, and planning, with LLM agents in production and a data foundation shaped with stakeholders. Runs the strategic initiatives that shape the partner book and writes the investment cases that fund them. Seven years with GTM executives at Databricks, Salesforce, and CBRE.

SKILLS

Strategy & operations — Annual & quota planning, headcount & coverage, incentive/comp design, revenue forecasting, territory design, executive reporting & investment cases

AI & engineering — LLM agents & workflow design, evals & golden tests, Claude Code, Python (pandas), SQL, PySpark, medallion architecture, Tableau, Salesforce

EXPERIENCE

Partner Strategy & Ops Manager · **Databricks** *promoted Feb 2023 · first Partner S&O hire* Aug 2021 – Present

- Built the partner team's revenue forecasting process from a blank page; its methodology and cadence remain the spine of the team's forecast years later.
- Designed the canonical partner attribution model — the single source of truth for how revenue is credited across both sides of the marketplace.
- Launched the partner org's incentive program tied to new-logo acquisition — crediting and payout logic end to end, still in force.
- Unblocked the partner channel as a revenue source: diagnosed stalling leads, wrote the rules of engagement, lead flow in days instead of weeks.
- Led annual planning across Sales, Finance, and Partner leadership: quota-setting, headcount, and coverage, top-down and bottoms-up — and wrote the investment cases presented to senior GTM leadership.
- Deployed the team's first LLM agents to production: reporting agents (Newsletter, FAQ), partner-recommendation agents for reps' deals, and natural-language partner-fit Q&A.
- Built the data-and-AI foundation with stakeholders — a medallion architecture in Spark/SQL, formalized into insights powering 10+ executive and team dashboards adopted company-wide.

SMB Sales Strategy & Operations Analyst · **Salesforce** Jul 2019 – Aug 2021

- Direct business partner to the \$250M AMER SMB Central business, advising AVPs, VPs, and RMs across the org.
- Built the territory-carving model (Python) that encoded the org's guiding principles — the basis of the annual GTM plan.
- Automated QBR decks, forecast-accuracy tracking, and territory data pulls; led the unit's Tableau migration and data governance.

Business Data Analyst · **CBRE** Sep 2018 – Jul 2019

- Owned the product-analytics stack end to end — data warehouse, Python data collection, and client-facing Tableau dashboards.
- Streamlined the product-analytics process: defined key metrics, the dataset, and the flow to visualization.

SELECTED PROJECT

Claude Code as an Operating System — a self-built agent platform (public repo) — github.com/dylan3796/anthropic-portfolio

- Architected a five-layer agent operating system: persistent memory, session-boot data hooks, long-horizon plans, invocable skills, and a retro loop that proposes edits to its own setup.
- Drew the AI/deterministic boundary for commissions crediting: an agent authors plain-English rules; a golden-tested Python engine computes every dollar — no LLM ever touches the money.

EDUCATION

University of California, Santa Barbara — B.A. Economics & Accounting · Dean's Honors