Christopher Birk

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SUMMARY

Technology executive and hands-on architect with 15+ years experience taking customers from problem to production across data platforms, cloud infrastructure, and AI systems - from defining the goal with stakeholders through delivery and long-term roadmap. A player-coach who connects mature data infrastructure to new production AI products: deep in the modern data stack (dbt, BigQuery, Snowflake, GCP/AWS), accountable for security and compliance posture on client platforms, and currently architecting production AI and agent systems on the Google Cloud agent platform - custom agents, MCP integrations, evals, and the AI-centric engineering practices that surround them. Founder of CrossroadsCX; former engineering lead and board member at a civic-technology nonprofit serving Congress, the White House, federal agencies, and major U.S. cities.

EXPERIENCE

Founder & Principal Architect

CrossroadsCX - Chicago, IL **April 2018 – Present**

- Founded and lead a data and AI consultancy serving civic and advocacy nonprofits, government-adjacent data organizations, and mid-market companies - owning technical strategy, delivery, business development, and partnerships end to end.
- Own and evolve technical roadmaps across multiple concurrent client platforms, presenting options and trade-offs to client leadership and building agreement on strategic approach - balancing security, rapid delivery, and long-term reliability.
- Architect and deliver production cloud data platforms: multi-source ingestion, optimized dbt modeling on BigQuery, and Terraform-provisioned GCP infrastructure powering a full business-operations and embedded-analytics platform used across every team at a mid-market restaurant group.
- Design and ship production AI agent systems on the Gemini Enterprise Agent Platform (Vertex AI), Google ADK, Claude API, Claude Agent SDK, and Claude Code, and build the API and custom MCP server layers connecting agents to client data warehouses, CRMs, and internal systems under human-in-the-loop approval controls.
- Lead security and compliance improvements for client platforms - hardening cloud infrastructure, access controls, and engineering process to withstand enterprise review.
- Own direct relationships with cloud platform partners, working hands-on with Google Cloud engineering teams on architecture, escalation, and roadmap alignment.
- Architect autonomous software-engineering agent systems and the AI-centric engineering practices around them - ticket-driven agent workflows, convention and tooling standards, automated code review and CI, and evals - the operating model I help engineering organizations adopt.

Engineering Team Lead: Infra Migration & Application Modernization

Cloudwerx **August 2022 – February 2024**

- Led a team of 15+ engineers delivering GCP infrastructure migration and application modernization for enterprise customers, staying hands-on across architecture, code review, and delivery.
- Served as technical lead in customer discovery and scoping, assessing enterprise environments and presenting migration plans and roadmaps to customer IT leadership before delivery.
- Established the practice's engineering standards, delivery process, hiring, and team growth.
- Architected and built internal resource-management software adopted across engagements.

Senior Software Architect
Sportsdirect.com **October 2018 – December 2019**

- Architected and delivered a custom property-management platform from the ground up.
- Led its integration with legacy enterprise systems and contributed to a broader IT modernization program.

Co-Founder / CTO
ArrowIQ **April 2017 – April 2018**

- Co-founded an early-stage consulting company; owned technical architecture, all software development, and technology partnerships from inception.

Lead Developer & Board Member
OpenGov Foundation **January 2013 – February 2016**

- Led all software development and open-source program management for a civic-technology nonprofit, serving on its board of directors.
- Architected public-engagement platforms, legislative drafting and conversion tools, and the internal infrastructure behind them.
- Managed stakeholders across multiple countries and U.S. governmental entities including the U.S. Congress, the White House, federal agencies, and major U.S. cities.
- Partnered with the Executive Director on outreach, user research, and events.

Director of DC Operations
inSourceCode LLC **December 2011 – January 2013**

- Owned client relationships, business development, and end-to-end software delivery for the Washington, DC and East Coast region.

EDUCATION

B.S. Computer Science, Minor in Management **2010**
Purdue University, West Lafayette, IN

CERTIFICATIONS

Google Cloud Professional Cloud Architect (PCA)

SKILLS

Data & Platform: dbt, BigQuery, Snowflake, PostgreSQL, MySQL, ELT & data warehousing, multi-source ingestion, embedded analytics (Tableau)

AI / Agentic Development: Gemini Enterprise Agent Platform (Vertex AI), Google ADK, MCP (Model Context Protocol), Claude API, Claude Agent SDK, Claude Code, Codex, agent orchestration, prompt engineering, evals

Cloud: GCP (Professional Cloud Architect) - Cloud Run, GKE, Pub/Sub, Cloud SQL, IAM/VPC; AWS, Azure

Leadership: Technical strategy, engineering-team building & delivery ownership, hiring and mentorship, security & compliance posture, cloud partner management, stakeholder management across for-profit, government, and nonprofit organizations, open-source program leadership

Software Development: Node.js, React, Python, GraphQL, PHP, automated testing

Tooling: Docker, Terraform, Pulumi, CI/CD, serverless, Bash