Stephen Hilton

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Business-focused technical leader with 20 years of experience mapping business vision to technology, driving customer value across startups and Fortune 50s. Known for delivering scalable solutions that delight customers and drive revenue, building elite teams, fostering innovation, and applying AI-driven, pragmatic processes to create repeatable value—always with a sharp focus on outcomes at every level.

Skills:			
Technical Team Leadership	Start-up Lifecycle Ecosystem	Analytics, BI, and Data Science	AI / Langchain / Value Eng.
Solution Architecture / Engineering	Large Enterprise Operations	Hiring, Coaching, & HR Process	Cloud Architecture & Design
Customer-First Management	Web3 / Decentralized Systems	Agile Development / SDLC	SQL, Python, Rust, MD/HTML

Work History

MakeInfinite Labs (previously Space and Time labs)
AI + Web3 infrastructure that enables developers and creators to win in the AI economy with data-driven, zk-proven data in tokenized applications.

Head of Solution Engineering   2023 - Present | San Francisco Bay Area / Remote

As Head of GTM and Solutions at MakeInfinite Labs, I led global customer-facing teams across Presales, Success, Support, and GTM strategy—scaling ARR from $0 to $14M in 24 months. I worked hands-on with startup founders and enterprise clients like USBank and Fidelity, delivering AI, Web3, and data solutions that accelerated growth. I built a culture of continuous learning, drove product-market fit, and partnered cross-functionally to improve UX and technical delivery. From building repeatable sales and pricing strategy to developing the CLI (Rust) and Python SDK, I combined strategic leadership with deep technical execution to deliver repeatable, high-impact customer outcomes.

Executive Chief of Staff   2022 - 2023 | San Francisco Bay Area / Remote

As an early leader at a seed-stage startup, I built foundational systems—operational, compliance, contract, and analytics—enabling revenue ops from day one. I led vendor selection across key functions (CRM, SOC2, CMS), crafted SaaS and enterprise pricing models, and designed incentive plans for GTM and support teams. I also supported Seed and Series A fundraising, delivering product demos and handling technical Q&A with investors to accelerate early-stage momentum and credibility.

Teradata Corporation
Hybrid cloud data platform for Trusted AI at Petabyte scale. Industry leaders trust us when they want to drive faster innovation and deliver more value.

Global Director of Strategy, Analytics, and Automation   2020 - 2022 | San Francisco Bay Area / Remote

As a direct report to the CRO, I led global SalesTech (SE / CSM) strategy and analytics for 2,000+ customers and $2B in ARR. I architected repeatable, data-driven systems, managed board-level ARR reporting, and spearheaded a shift to customer success—boosting consumption by 5%. I built a real-time telemetry analytics framework, and partnered with Salesforce, Tableau, Power BI, Looker etc. to provide an integrated experience.

Director of Solution Architects / Customer Success   2016 - 2020 | San Francisco Bay Area / Remote

Led Teradata's most complex U.S. territory, managing cloud-scale architecture and customer success for clients like Apple, Netflix, and PayPal. Built and scaled the Sales Engineering Director function, supporting both startups and enterprise accounts. Delivered hands-on technical leadership across the full sales lifecycle, while partnering with GSIs to ensure seamless joint delivery across industries.

Sr. Solution Architect   2010 -2016 | San Francisco Bay Area / Silicon Valley

Worked with FAANG and startup clients across the Western U.S., delivering big data architecture using Hadoop, Kafka, and Spark. Presented to CTOs, led OSS integrations, and executed the largest proof of concept in company history with hands-on technical leadership.

Lunexa LLC
Boutique data management consultancy (acquired).

Sr. Technical Consultant   2009 - 2010 | San Francisco Bay Area / Silicon Valley

Delivered data architecture, analytics, and engineering solutions for Visa, Yahoo!, Wells Fargo, and Real Networks. Led EDW and ELT initiatives, KPI design, Unix integration, and web analytics development—bridging systems, teams, and insights across finance, media, and ad tech.

Best Buy Corporation
Global Fortune 100 retailer of consumer electronics.

Sr. Manager, Infrastructure & Innovation Center   2001 - 2009 | Minneapolis, MN

Led 3 BI development teams and managed Accenture delivery partners to support 90% of Best Buy's field reporting. Drove retail innovation pilots, shifted reporting to event-driven alerts, and established development standards to scale analytics across a Fortune 100 enterprise.

Education / Awards

Education: MBA | Batchelor's Communication, English | AWS Solution Architect Certification | Solidity / Move Smart Contract Certification
Awards: Performance Grants X2 | SE Leader Excellence (Presidents' Club) X3 | Keynote on AWS Data Architecture X2 | Innovation Award