

GRADY MASK, PMP

AI Transformation & Operations Leader | Program Delivery | Vendor Strategy | Enterprise Technology

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SUMMARY

PMP-certified transformation and operations leader with 14+ years driving AI adoption, program delivery, vendor strategy, and enterprise technology implementation across multi-location operations generating \$3.1M in annual revenue. Led AI-assisted forecasting and workflow-automation initiatives that reduced obsolete inventory by 35% and cut administrative workload by 30-50%, while directing 200+ vendor and technology partner relationships and 60+ cross-functional technology implementations from concept through governed delivery. Builds trust with stakeholders who don't report directly, strengthens compliance and risk posture — including full-scope PCI remediation — and translates ambiguous, high-stakes priorities into structured, scale-ready systems, coaching teams through change rather than mandating it.

PROFESSIONAL EXPERIENCE

Founder & Operations Director

Vapor 42 2012 — Present Bristol, VA

- Directed the full operating model — financial oversight, vendor strategy, compliance readiness, and technology systems — for a three-location, \$3.1M annual revenue organization, translating strategic priorities into scalable, repeatable systems.
- Coordinated and negotiated 200+ vendor and technology partner relationships, balancing cost, quality, risk, and delivery timelines across sourcing, contracting, and performance management.
- Owned the full program lifecycle for 60+ technology implementations — including point-of-sale, networking, surveillance, and cloud collaboration systems — from initial scoping through governed delivery.
- Directed a full-scope PCI compliance overhaul in response to a formal security review, redesigning network architecture and access controls and coordinating organization-wide remediation training to reach full compliance on deadline.
- Sponsored and delivered an AI-assisted forecasting and workflow-automation initiative — using ChatGPT, Claude, and custom GPTs — that reduced obsolete inventory 35% and cut administrative effort 30-50%.
- Built financial and operational reporting systems — inventory valuation, vendor cost tracking, KPI dashboards — giving leadership real-time visibility across a \$1.8M inventory position and 7,000+ SKUs.
- Established governance and reporting frameworks supporting a 35-member team and 150+ hires developed, enabling repeatable resource planning and executive-level visibility.
- Managed vendor bidding, contracting, and delivery coordination for architects, contractors, and technology installers across 4 commercial buildout programs, including a 5,000 sq. ft. flagship renovation completed on time and on budget.

Founder & Principal Innovation Engineer

SELECTED BUSINESS IMPACT

-  **PMP**
Certified Project Management Professional
-  **14+**
Years Cross-Functional Leadership
-  **\$3.1M**
Annual Revenue Environment Directed
-  **200+**
Vendor & Technology Relationships Managed
-  **60+**
Technology & Business Implementations Delivered
-  **35%**
Inventory Reduction via AI-Assisted Automation
-  **30-50%**
Administrative Workload Cut via Workflow Automation

EDUCATION

-  **Western Governors University**
B.S., Information Technology Management
Expected 12/2026
-  **Johnson & Wales University**
Culinary Arts
2005 - 2007
-  **Hargrave Military Academy**
Leadership & Military Preparatory Education
1998 - 1999

EXECUTIVE CAPABILITIES

AI & TECHNOLOGY TRANSFORMATION

AI Workflow Automation • AI-Assisted Forecasting • Technology Modernization • Business Systems Implementation • Systems Integration

Sector 42 Labs

📅 2018 — Present 📍 Johnson City, TN

- Founded and built a regulated e-liquid manufacturing operation from the ground up — producing product for retail and wholesale distribution and establishing lab/manufacturing procedures, project plans, quality standards, documentation, and safety and compliance protocols in an ambiguous startup environment.
- Developed vendor qualification and onboarding standards focused on safety, quality, documentation, and risk management in a regulated environment.
- Coordinated suppliers, equipment, staffing, compliance requirements, and operational dependencies to maintain launch readiness and uninterrupted production.
- Led cross-functional problem solving across production, procurement, operations, and technology while standardizing repeatable processes that improved accountability, readiness, and execution consistency.

Operations & Implementation Manager

Fire Logic

📅 2025 — Present 📍 Wilmington, DE

- Lead project and implementation planning for a technology-enabled business concept, coordinating milestones, dependencies, risks, requirements, and launch readiness across concurrent workstreams while supporting Agile ways of working.
- Design AI-powered workflows, custom automation frameworks, and knowledge-management systems to support forecasting, planning, and operational readiness ahead of launch.
- Develop project plans, workflow frameworks, dashboards, automation tools, and documentation that align systems, staffing, equipment, and operational priorities around shared business objectives.
- Build reporting and decision-support tools that improve stakeholder visibility, forecasting, accountability, and execution readiness ahead of launch.

SKILLS

AI & AUTOMATION

Generative AI • ChatGPT • Claude • Copilot • Gemini • Custom GPTs • Prompt Engineering • AI Workflow Automation • AI-Assisted Forecasting • n8n • Zapier

PROGRAM & DELIVERY MANAGEMENT

Agile Project Management • Scope Management • Risk & Issue Management • Milestone Planning • Change Management • Stakeholder Alignment • Delivery Governance • Jira • Confluence

VENDOR & TECHNOLOGY STRATEGY

Vendor Management • Contract Negotiation • Sourcing & RFP • Vendor Risk Management • SLA & Performance Management • Technology Implementation • Systems Integration • API Integration

ENTERPRISE INFRASTRUCTURE & COMPLIANCE

Networking • VLAN Architecture • VPN • PCI Compliance • Access Control • VMware • Jamf • Apple Business Manager • Data Mapping

BUSINESS SYSTEMS & PLATFORMS

Workday • Microsoft 365 • Google Workspace • Zendesk • QuickBooks Online • Lightspeed Retail • WooCommerce • Gusto

ANALYTICS, REPORTING & FORECASTING

Business Intelligence • KPI Reporting • Executive Dashboards • Forecasting • Capacity Planning • Data Analysis • Excel

• Data Mapping • API Integration Support

VENDOR STRATEGY & RISK MANAGEMENT

Vendor Sourcing & Negotiation • Contract Management • Performance & SLA Oversight • Compliance & Risk Management • PCI Compliance • Cost & Margin Optimization

AGILE & PROGRAM DELIVERY

Agile Project Management • Iterative Delivery • Backlog Prioritization • Cross-Functional Collaboration • Delivery Governance • Scaled Agile Exposure

STAKEHOLDER & EXECUTIVE LEADERSHIP

Executive Reporting • Cross-Functional Alignment • Stakeholder Management • Change Leadership • Facilitation • Conflict Resolution

INTERESTS



AI & Automation

Building practical AI-assisted workflows that remove friction from everyday operations and turn emerging capabilities into measurable business outcomes.



Cross-Functional Leadership & Continuous Improvement

Drawn to collaboration, servant leadership, and continuous improvement — bringing teams together, removing obstacles, and building scalable ways of working.



Vendor & Partner Strategy

Structuring relationships that balance cost, quality, and long-term reliability across complex, multi-vendor environments.

CERTIFICATIONS

Project Management Professional (PMP)®

Project Management Institute