

Hayden Doughty

AI Innovation and Solutions

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Applied AI researcher and workflow builder with experience in real estate and luxury retail. Leads research, prototyping, vendor collaboration, and practical AI adoption.

PROFESSIONAL EXPERIENCE

Keller Williams Realty International

2026 - Present

AI Research & Innovation Analyst, Industry & Learning

- Established AI evaluation and documented 108 tools; benchmarked model accuracy, task adherence, and clarity. Mapped 40 tool selections across 13 workflow groups.
- Co-developed approximately 57 reusable AI agents with Twin founders. Research and executive advocacy contributed to Twin and RemyAI integrations, a Twin sponsorship, and a rejig.AI partnership.
- Built and agent-tested planning, listing automation, and market-brief prototypes with Claude APIs, Apps Script, and Apple Shortcuts; Momentum Guide earned approval for CEO-level testing.
- Authored a 29-process AI playbook with tested prompts and legal review; taught mastermind groups and distributed adoption guides to approximately 15 Market Centers.

Van Cleef & Arpels / Richemont

2023 - 2026

Business Administrator

- Led U.S./Canada field research and transfer redesign with FedEx. Created training adopted by all U.S. and Canadian teams, nearly halving task time and improving accuracy and workflow consistency by approximately 20%.
- Researched, built, and implemented SAP automations for repairs, special orders, and repricing across North America; engineering later incorporated the adopted workflows into store dashboards.
- Built and field-tested a mobile inventory prototype using Sheets and Gemini/Vertex AI; iterated store category mapping and controls. Remained a prototype at departure.

CONTRACT PRODUCT EXPERIENCE

Premium Appliance Rentals | User Experience Manager, Contract

2020 - 2022

- Led usability and partnership research supporting 33% higher session duration, 44% revenue growth, \$60K+ in exclusive contracts, and 25% fewer support inquiries.

Pledgr | UX Researcher, Contract

2018 - 2020

- Led mixed-method UX research supporting 20% higher user satisfaction and 45% greater feature engagement. Developed investor presentations contributing to \$200K in additional funding.

Earlier leadership: Tiffany & Co., Floor Manager / Key Holder (2017 - 2022); Signet Jewelers, Store Assistant Manager (2014 - 2017).

TECHNICAL SKILLS

Claude Code/API, ChatGPT, Gemini/Vertex AI, Twin, Apps Script, AppSheet, Apple Shortcuts, SAP, Scribe, Cursor, GitHub, SQL, Python, Figma; user research, model benchmarking, process mapping.

EDUCATION AND SELECTED CERTIFICATIONS

McMurry University | Major: Business | Abilene, TX

AI Engineering | AI User Group | 2024; AI & Agility | Scrum Alliance | 2024

Introduction to SQL; Introduction to Python | DataCamp | 2023

Innovation Through UX/UI Design: Think, Make, Break, Repeat | University of Sydney | 2023