Mark Cole

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Citizenship: British | Work Authorization: US Legal Permanent Resident (Greencard holder) | Sponsorship not required.

Summary

Lead Infrastructure Engineer specialising in enterprise AI platforms with 7+ years of experience delivering mission-critical communication and AI platforms at global scale within highly regulated environments. Deep expertise in leading the deployment of generative AI platforms (ChatGPT Enterprise, Anthropic Claude, xAI Grok, Zoom AI Companion), with a focus on security, compliance, and scalable architecture. Proven track record of driving efficiency, resilience, and cost savings across mission-critical infrastructure and AI systems through automation and platform engineering. Trusted technical leader partnering across global engineering, compliance and executive stakeholders to deliver innovative solutions.

Experience

Vice President, Lead Workplace Engineer (End User AI Tools), Morgan Stanley – New York, USA — Jan 2023 – present

- Global technical lead for enterprise AI platforms (ChatGPT Enterprise, Anthropic Claude, xAI Grok) in a highly regulated environment.
- Responsible for technical strategy, roadmap, and operations for enterprise AI and collaboration tooling supporting 130k+ users and ~$10Ms annual spend.
- Partnered with strategic vendors to deliver enterprise-grade capabilities including encryption, compliance APIs, and critical integrations with governance systems.
- Led deployment and scaling of AI tools to 100k+ users, navigating complex security, legal, and business requirements.
- Delivered $1M+ in savings and reduced support tickets by 40% through data-driven optimisation and platform engineering.
- Led strategic vendor relationships and partnered with risk and legal teams to enable secure AI adoption.
- Led integration of AI-driven meeting summarisation into financial advisor workflows, improving productivity and adoption.
- Previously the lead engineer for video conferencing infrastructure (Zoom, WebEx, Google Meet), supporting 130k+ users and 40k+ daily meetings; responsible for 100Gbps+ of dedicated global network connectivity.
- Mentored global engineering teams and authored architecture and technical documentation for firmwide adoption.

Associate, Unified Communications Engineer, Morgan Stanley – New York, USA — Aug 2019 – Jan 2023

- Supported enterprise communication platforms (Skype, Exchange, Zoom, Microsoft Office 365); scaled Zoom from 2,000 to 100,000 users during COVID-19 and led Exchange migration to reduce technical debt.

Associate, Desktop Operations Level 3, Morgan Stanley – London, UK — Nov 2017 – Aug 2019

- Global SME for Ivanti AppSense managing configuration and change management on over 160k+ endpoints.
- Responsible for MacOS engineering in Europe and built automation to improve support efficiency.
- Led campus recruiting initiatives to improve diversity hiring outcomes.

Technology Analyst Program (TAP), Morgan Stanley – New York, USA — Aug 2017 – Nov 2017

- Completed intensive graduate engineering program focused on enterprise systems and platform development.

Trustee, University of Southampton Students' Union – Southampton, UK — July 2016 – July 2017

- Elected by peers as a board member overseeing £7M+ annual budget and member of the finance sub committee.

Summer Intern (UCC Ops), Morgan Stanley – London, UK — June 2016 – Aug 2016

- Delivered PowerShell automation to improve support efficiency across global Skype/Exchange plant.

Summer Intern (UNIX Operations), Morgan Stanley – London, UK — June 2015 – Aug 2015

- Developed root cause analysis processes and automated insights using Python and Splunk across 60,000+ hosts.

Patents

US Patent 11,757,860 — User Configuration Query System for Troubleshooting & Diagnostics

* Automation platform used millions of times to diagnose and resolve user issues at scale.

Education

BSc **University of Southampton**, Web Science (Computer Science) – Southampton, UK — 2014 – 2017

- First Class Honours (approx. GPA 3.7–4.0)