

George Palacios

Enterprise AI Enablement & Engineering Leader

STRATEGY / GOVERNANCE / PLATFORMS / ORGANISATIONAL ADOPTION

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Enterprise AI enablement and engineering leader who connects strategy, governance, organisational change and hands-on technical delivery. Partners with directors and specialist functions in regulated banking to turn emerging AI opportunities into governed, bank-wide services and tools, practical standards and reusable capabilities. Brings 13+ years in engineering, including direct team leadership, enterprise capability development and reliable technology delivery.

01 / LEADERSHIP SCOPE

I Strategy, Governance & Evaluation Shapes enterprise AI direction with directors and senior stakeholders, turning emerging opportunities into priorities, operating approaches and practical decisions. Develops and applies the bank's AI Risk Framework and its widely used governance and evaluation approaches.	II Platforms & Partnerships Owns technical stewardship of GenAI platforms and tools serving users across the bank, setting practical standards for access, security, cost, support and adoption. Acts as the bank's technical point of contact with platform vendors, translating external capability into governed internal services.
III Products, Adoption & Capability Turns emerging AI into governed products and reusable capabilities, leading development and adoption of the AI Coach and other widely used internal services. Extends delivery capacity through reusable agent patterns, practical education and governed citizen development, with its first product now in production.	IV People & Enterprise Leadership Creates alignment and shared ownership across engineering and specialist functions, converting specialist perspectives into practical decisions and delivery standards. Leads cross-functional AI enablement working groups and contributes as a founding member of the Engineering Guild, building on earlier leadership of a six-person engineering team with accountability for people, recruitment, budget, delivery and technical standards.

02 / ENTERPRISE AI LEADERSHIP

SHAWBROOK / UK

Lead AI Enablement Engineer

AI Strike Squad (concurrent assignment) / Oct 2025 - Apr 2026

Sep 2022 - Present

Apr 2026 - Present

Formal enterprise remit spanning strategy, governance, platforms, adoption and regulated delivery, established following an AI Strike Squad assignment and award-winning applied-AI work.

- Enterprise direction:** Partner with directors and senior stakeholders to shape AI strategy, priorities and operating approaches; provide recommendations and make decisions across the enablement remit.
- Cross-functional leadership:** Lead working groups across security, risk and compliance, technology, education and responsible use, aligning specialist perspectives into practical direction and shared ownership.
- Governance and evaluation:** Develop and apply the bank's AI Risk Framework, governance approach and evaluation model, translating policy into practical controls and production-readiness criteria.
- Platform stewardship:** Own GenAI platforms and tools used bank-wide, balancing access, cost, security, compliance, standards, support and adoption; serve as the bank's technical point of contact with vendors.
- Products and capability:** Lead development and adoption of widely used internal AI capabilities, including the AI Coach, and advance governed citizen development, with its first product now in production.
- Agentic architecture:** Design reusable agent capabilities and reference architectures for secure, self-improving agentic systems, combining reusable components, human oversight and governed feedback loops.

03 / ENGINEERING FOUNDATION**DataOps Engineer****Sep 2022 - Apr 2026**

- Led the centralised rollout of Redgate Flyway, replacing fragmented database-delivery approaches with reusable Azure DevOps pipelines, automated quality controls and governed release practices.
- Built and maintained a substantial shared PowerShell engineering module with extensive automated test coverage, standardising database operations, security, deployment and developer self-service.
- Created reusable automation patterns across PowerShell, Python, SQL and CI/CD, improving repeatability, testability and engineering ownership across database delivery.

04 / CAREER PROGRESSION**2019-22**

LEEDS / UK

Medical Protection Society (MPS)**Lead Database Administrator / Senior DBA / Database Administrator**

- Promoted twice in just over two years to lead a six-person DBA team, with accountability for delivery, resource planning, budget, development, performance, recruitment and technical standards.
- Led engineering and operational improvement across a large, business-critical SQL Server and Azure estate, covering cloud migration, performance, security, resilience and service reliability.
- Created a modular Terraform infrastructure-as-code framework with CI/CD, automated tests and supporting documentation, establishing a more consistent and assured cloud-delivery model.
- Founded a divisional Cloud Centre of Excellence and built reusable PowerShell services to spread governed engineering patterns and operational capability across teams.

2017-19

UK

ENGIE UK**Database Administrator**

- Managed and improved a large SQL Server estate and associated analytics services, with responsibility for performance, security, availability and operational reliability.
- Supported Azure SQL and VM-hosted platforms and maintained business-critical resilience across Windows clusters and Always On availability groups.

2013-17

UK

CareFree Management Ltd**Junior Database Administrator / Support Desk Analyst**

- Promoted from customer-facing software support into database administration, building an early foundation in incident leadership, customer communication and reliable production operations.

05 / CAPABILITIES**01 / ENTERPRISE AI LEADERSHIP**

Strategy, operating models, AI Risk Framework, governance, evaluation, service stewardship, vendor technical engagement and executive partnership

02 / AI PRODUCTS & ENABLEMENT

Bank-wide GenAI platforms, Azure OpenAI, secure self-improving agentic systems, governed feedback loops, reusable skills, citizen development, product delivery and organisational adoption

03 / ENGINEERING & DELIVERY

Python, PowerShell, T-SQL, C#, Terraform, Azure DevOps YAML, CI/CD, automated testing, release engineering and developer self-service

04 / LEADERSHIP

People management, cross-functional leadership, mentoring, budgets, recruitment, Agile/Kanban, requirements, process design and technical standards

EDUCATION / A-levels in Physics, Mathematics and Chemistry; 10 GCSEs including English and Mathematics.