JEFFREY WATCHORN, PhD

SENIOR ENGAGEMENT MANAGER | ENTERPRISE SaaS | AI & SCIENTIFIC WORKFLOWS

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PROFESSIONAL SUMMARY

Senior engagement manager and PhD chemical engineer who leads complex enterprise SaaS engagements at the intersection of customer success, data, AI, and scientific operations. Experienced in portfolio ownership, solution discovery, implementation, adoption, commercial delivery, and cross-functional leadership. Previously built AI-powered laboratory workflows combining machine learning, robotics, instrumentation, and scientific data systems.

CORE CAPABILITIES

Enterprise SaaS delivery and customer success, from discovery and roadmapping through implementation, adoption, and expansion.

Commercial delivery, including pre-sales scoping, statements of work, forecasting, utilization, revenue, and margin.

Scientific AI and laboratory workflows, spanning machine learning, automation, instrument integration, ELN, and LIMS.

PROFESSIONAL EXPERIENCE

VALIDERE TECHNOLOGIES | Toronto, Canada

Senior Engagement Manager, Jul 2026-Present | Engagement Manager, Apr 2025-Jul 2026

- Own end-to-end delivery for a CAD $2M ARR portfolio of global enterprise energy and chemical customers across North America and Oceania, serving as the primary customer contact and accountable owner for roadmaps, milestones, risks, and outcomes.
- Lead concurrent SaaS engagements from discovery and solution definition through implementation, adoption, and expansion; consistently generated 5-10% ARR growth through new use-case discovery, including Validere's first agentic AI capabilities.
- Partner with Sales, Product, Engineering, Solutions, and Customer Success on scoping, pre-sales discovery, Statements of Work, contract review, delivery forecasting, work in progress, utilization, revenue, margin, and commercial risk.
- Translate technical and regulatory requirements into achievable product and service plans, including work with Validere's LIMS product, and contribute hands-on technical delivery by writing internal and production Python and SQL code.
- Provide project leadership, technical guidance, and coaching to two team members while coordinating multidisciplinary delivery teams.

ACCELERATION CONSORTIUM, UNIVERSITY OF TORONTO | Toronto, Canada

Staff Research Scientist, Jan 2024-Apr 2025

- As the first research scientist in the formulations self-driving lab, designed, built, and managed an autonomous AI-powered laboratory for drug formulation discovery.
- Developed end-to-end workflows that recommended experiments using Bayesian optimization (BoTorch/Ax) and molecular features (RDKit), executed experiments through MQTT-connected Opentrons robotics, and captured results in MongoDB.
- Built predictive models using LightGBM, XGBoost, neural networks, regression, classification, retrieval-augmented generation, and large language models.
- Secured and managed a CAD $1M sponsored industrial research project, communicating technical findings, delivery progress, and risks to external stakeholders.

ADDITIONAL EXPERIENCE

FRANK GU LAB, UNIVERSITY OF TORONTO | Toronto, Canada

Graduate Research Associate, Sep 2017-Sep 2023

- Led a multidisciplinary research team investigating protein-biomaterial interactions through nuclear magnetic resonance, statistical methods, and machine learning.
- Directly supervised and mentored six or more undergraduate and graduate researchers, providing project direction, experimental training, technical review, and career support.
- Originated DISCO NMR and developed an interpretable machine learning framework for data-driven biomaterials discovery, contributing to peer-reviewed publications and new methods for characterizing molecular interactions.

STATISTICS CANADA | Ottawa, Canada

Data Analyst, Contract, May 2017-Sep 2017

- Developed ETL pipelines for national-indicator databases and used K-means clustering to automate product-category assignment for consumer shopping-cart data.

EDUCATION

PhD, Chemical Engineering | University of Toronto | 2018-2023

Machine learning-enabled biomaterials discovery; University of Toronto Chair's Discovery Award.

BASc, Nanotechnology Engineering, Co-op, with Distinction | University of Waterloo | 2012-2017

TECHNICAL SKILLS

Software, data and AI: Production and internal Python and SQL development for customer delivery, analysis, machine learning, and scientific data workflows; AWS, Snowflake, MongoDB, Git, Jupyter, and Jira.

Laboratory systems: Robotics, machine vision, connected instrumentation, ELN, LIMS, and ETL pipelines.

Languages: English (native) and French (B2).

SELECTED PUBLICATIONS

- Nazeri, M.*; Mei, S.*; Watchorn, J.*; Zhang, A.; Ng, E.; Wen, T.; Mandal, A.; Golovin, K.; Aspuru-Guzik, A.; Gu, F. RAISE: A Self-Driving Laboratory for Interfacial Property Formulation Discovery. Digital Discovery 2026, 5, 2254.
- Ansari, M.; Watchorn, J.; Brown, C. E.; Brown, J. S. dZiner: Rational Inverse Design of Materials with AI Agents. AI4Mat Workshop at NeurIPS 2024, Spotlight. arXiv:2410.03963.
- Bao, Z.; Tom, G.; Cheng, A. H.; Watchorn, J.; Aspuru-Guzik, A.; Allen, C. Towards the Prediction of Drug Solubility in Binary Solvent Mixtures at Various Temperatures Using Machine Learning. Journal of Cheminformatics 2024, 16, 117.
- Stuart, S.*; Watchorn, J.*; Gu, F. X. An Interpretable Machine Learning Framework for Modelling Macromolecular Interaction Mechanisms with Nuclear Magnetic Resonance. Digital Discovery 2023, 2, 1697-1709. Cover Article.
- Stuart, S.; Watchorn, J.; Gu, F. X. Sizing up Feature Descriptors for Macromolecular Machine Learning with Polymeric Biomaterials. npj Computational Materials 2023, 9, 102.

SELECTED HONORS

University of Toronto Chair's Discovery Award (2023) | Queen Elizabeth II Graduate Scholarships (2019, 2021, 2022) | McLean Foundation Graduate Scholarships (2020, 2021)