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## Thoughts from Work / I Chased the "Sexy" Tech Job—And Missed the AI Revolution Happening...

When I first stepped into Spotify, I found myself in the Customer Support Mission domain. At the time, it didn't feel like the "sexy" part of the company. My mind was set on what I perceived as the core of Spotify—the mobile app, music streaming, and podcast innovations. Customer support seemed peripheral, disconnected from the cutting-edge product development that drew me to tech in the first place.

Driven by this perception, I worked tirelessly to pivot my career closer to what I thought was Spotify's core business. Eventually, I made the switch. But here's the twist: while I was busy chasing what seemed more exciting, the Customer Support domain became one of the first areas to harness the transformative power of Large Language Models (LLMs). The very space I left behind blossomed into an innovation hub, riding the wave of AI-driven advancements I had long aspired to be part of.

### The Lessons Behind the Missed Opportunity:

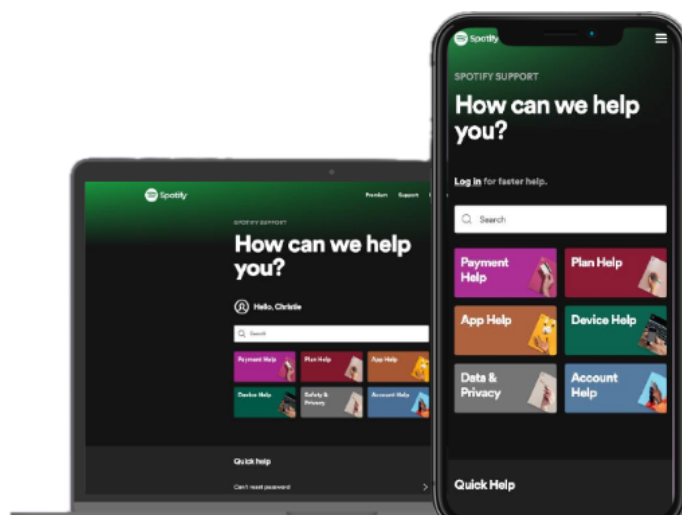
1. **Beware of Personal Bias:** Allowing personal preferences to dictate career choices can cloud judgment. I dismissed the value of my role based on surface-level perceptions.
2. **Cultivate a "Trend Radar":** Failing to track emerging technologies and anticipate their applications within different domains left me blindsided. Staying informed isn't optional; it's a career necessity.
3. **Innovation Hides in Plain Sight:** The most significant opportunities often lie within the most challenging areas. Customer support, filled with pain points, was ripe for AI-driven transformation.
4. **Rethink What's "Sexy":** Labeling work as "sexy" or not is a superficial assessment. True impact doesn't depend on glamour—it thrives where real problems need solving.
5. **Practice Strategic Patience:** Sometimes, the role you're in holds more potential than you realize. Understanding and growing within it can uncover avenues for innovation you'd never expect.

### The Takeaway:

Don't let biases and surface-level judgments steer your career. The next big thing might just be hidden in the role you're overlooking today. Stay curious, track trends, and recognize that every domain has the potential to be at the forefront of innovation—it's all about how you choose to engage with it.

### Talk about Sexy

Below is a version of what Sexy Spotify Support potentially could be, which I was working on, sadly it wasn't get the chance to push to customers. Maybe too sexy for customer support. ☹️



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