

Enterprise transformation and AI strategy leader uniting artificial intelligence, operational excellence, and disciplined change management to deliver defensible P&L returns. Directs AI and automation strategy for Customer Experience at a \$4B Fortune 1000 distributor, where a self-built agentic AI onboarding platform delivers six-figure audited labor savings and compresses task cycle times 76% to 87%. Recovered roughly \$8M in cash flow and accelerated \$15M in stalled billing across core value streams, stood up corporate AI governance (AI TRiSM), authored institutional change methodologies, and scaled a 1,000-seat technology rollout to 95% sustained adoption. Equally effective with C-suite steering committees, engineering teams, and frontline workforces, grounded in Prosci ADKAR and Lean Six Sigma.

\$228.6K / 1,322 Hrs
Agentic AI onboarding; audited time study across 4,591 live runs reconciled to zero variance

\$8M Cash Flow
Unlocked across value streams; \$15M stalled billing expedited; \$950K backlog cleared; cycle cut 50%

95% Adoption
1,000-seat GenAI rollout (\$12M investment) driving ~\$3.7M annual productivity via ADKAR champion network

140K Tasks Cut
AI finance workflows redesigned; master-data first-pass yield lifted to 75%; EDI pricing errors -90%

PROFESSIONAL EXPERIENCE

MSC INDUSTRIAL SUPPLY CO.

2024 to Present

Fortune 1000 industrial distribution and supply chain enterprise, approximately \$4B in annual revenue

Process and Automation Lead, Customer Experience

January 2026 to Present

Promoted from Program Manager, Enterprise Change Management • Huntersville, NC

- **AI Roadmap & Governance:** Own multi-year AI and automation roadmap for Customer Experience, from use-case intake and build-vs-buy decisions to licensing and executive steering, giving leadership one clear view of where AI delivers value.
- **Agentic AI Onboarding Platform:** Built and launched an enterprise customer onboarding AI agent end to end, recovering 1,322 hours across 4,591 runs, tracking to \$228.6K in annual savings, and cutting task times 76% to 87%.
- **Enterprise Customer Council:** Stood up and now run the Enterprise Customer Council, a standing forum of senior customer business leaders shaping strategy and strengthening retention; own cadence, agenda, and membership, seating 12–15 customers per session at a ~3:1 customer-to-MSC ratio.
- **Customer Journey Advocates:** Founded and lead network embedding a dedicated voice of customer inside all 29 functions; run intake, bi-weekly sessions, and scorecards turning frontline friction into prioritized fixes, holding each function to a 30% adoption floor.
- **Corporate AI Governance (AI TRiSM):** Serve on enterprise AI Governance Council and its TRiSM subcommittee, setting corporate AI policy, algorithmic risk controls, and company-wide fluency training building responsible-AI capability.
- **Audited Financial Controls:** Built financial model and audit controls behind automation portfolio, reconciling thousands of records to zero variance so every dollar of reported savings holds up to scrutiny.

Program Manager, Enterprise Change Management

June 2024 to January 2026

Business Transformation | Enterprise Change Management Office • Rated Significantly Above Target

- **Cash Flow & Working Capital:** Led enterprise change across core value streams, partnering with executive sponsors and Lean leadership to unlock roughly \$8M in cash flow; expedited \$15M in stalled billing, freed \$2M in trapped cash, and cut order-to-invoice cycle time in half.
- **1,000-User Copilot Rollout:** Applied Prosci ADKAR backing a \$12M investment, standing up a peer-led adoption network that sustained 95% adoption and drove roughly \$3.7M in annual productivity.
- **Finance AI Automation:** Led adoption and organizational change for AI-driven accounts receivable automation eliminating 140,000 manual tasks annually and lifting master-data first-pass yield to 75%.
- **Enterprise Change Playbook:** Authored the enterprise's first standardized change methodology, then built a self-service model letting business units sustain continuous improvement without central staffing.

TARGET CORPORATION

June 2020 to March 2024

Fortune 50 omnichannel retail and logistics enterprise

Operations Manager and Process Improvement Leader

Newton, NC

- **Operations & Cost Reduction:** Led a 160-person fulfillment and logistics operation using Lean workflows that cut quarterly labor costs 22% and earned a #3 national ranking for budget performance.
- **Distribution Replenishment:** Redesigned replenishment across regional distribution centers, saving \$25K a year and lifting productivity 25% across engineering and fulfillment teams.
- **Store SLA Performance:** Owned escalations for 286 retail stores, using root-cause playbooks that raised SLA fulfillment to 97%.
- **Continuous Improvement:** Rolled out Kaizen routines, visual management, and standard work across warehousing, material handling, and logistics to hold first-pass quality and safety.

CORE LEADERSHIP COMPETENCIES

Organizational Change Management: Prosci ADKAR, transformation governance, change champion networks, behavioral adoption, culture shift, executive alignment.

Enterprise AI Strategy & Governance: Production agentic workflows, AI TRiSM, portfolio intake, build-vs-buy financial modeling, algorithmic auditability & ROI defense.

Operating Model Modernization: Value stream architecture (Order-to-Cash, Procure-to-Pay), Center of Excellence design, Lean Six Sigma & Kaizen facilitation, waste elimination.

Performance Architecture & P&L Governance: Enterprise KPI frameworks (NPS, CSAT, FCR, CES), board reporting, program delivery, budget accountability.

EDUCATION, CREDENTIALS & BOARD LEADERSHIP

B.S., Operations & Supply Chain Management
University of North Carolina at Charlotte, 2020

Prosci Certified Change Practitioner (ADKAR)
Enterprise AI Transformation & Digital Adoption

Continuous Improvement: Value Stream Architecture, Order-to-Cash, Procure-to-Pay, Commercial Pricing

Black Inclusion Group (B.I.G.): Co-Lead (2026–Present)
• Commerce Chair (2025–2026)