**Richard Williams, MBA, POPM**

Location: Plano, TX 75075 | Phone: (469) 387-6294
Email: rchwms@gmail.com | LinkedIn: linkedin.com/in/rcwx

CORE SKILLS

* Agile Product Ownership (SAFe, Scrum, Kanban)
* AI/Automation in Business Process Transformation
* Data Analysis and Visualization (SQL, Tableau, Power BI)
* Generative AI (ChatGPT, Azure Cognitive Search, AWS Kendra)
* B2B and B2C Digital Product Strategy
* Stakeholder Communication and Facilitation
* User Experience (UX) Optimization
* Front-end Development Background (React, Angular)
* Business Process Reengineering
* Cloud Services (AWS, Azure)

CERTIFICATIONS

* Certified SAFe 4 Scrum Master, Product Owner/Product Manager (POPM)
* Professional Scrum Master (PSM)
* Oracle APEX, Application Express Explorer

PROFESSIONAL EXPERIENCE

**AT&T | Senior Project Program Manager for Digital Transformation and AI**

Dallas, TX | 11/2023 - 09/2024

* Led AI automation initiatives, reducing manual customer data validation efforts by 70%, increasing order accuracy, and expediting fulfillment.
* Engineered AI-driven service assurance bot delivering real-time updates via MS Teams and solved Mean Time To Resolution (MTTR) by 35% and reduced P1/P2 escalations by 22%.
* Championed AI-modernised data validation initiative, improving data accuracy by 98% and slashing manual validation efforts and errors for government contracts; became go-to subject matter expert on process.
* Orchestrated comprehensive security protocols aligned with GSA standards, facilitating seamless collaboration with government agencies and ensuring compliance with strict data privacy regulations; completed 40 hours of security training.

**Slalom | Product Owner, Solution Consultant**

Dallas, TX | 11/2021 - 09/2023

* Pioneered the delivery of a GenAI-supported chatbot using AWS, ChatGPT, and Azure services, achieving a 95% customer satisfaction rate and resolving 300+ support tickets autonomously per month, freeing up valuable agent resources.
* Orchestrated Agile transformation across three Fortune 500 companies, slashing solution delivery times by 30% and boosting client satisfaction scores by 25%, enabling faster product releases.
* Implemented an AI-driven chatbot system that triaged 80% of incoming queries; also onboarded two new subject matter experts onto the system, which simplified query processing speed by 20%.
* Forged advanced expertise in Agile methodologies and solution development life-cycles through a rigorous 12-week Slalom program, enabling the orchestration of cross-functional teams and delivery of scalable solutions.

**Dallas Independent School District (DISD) | Software Developer**

Dallas, TX | 06/2020 - 11/2021

* Piloted Oracle APEX dashboards and optimized GPS bus routes based on student feedback, identifying the three most significant causes of delays and improving on-time arrivals.
* Pioneered a case management system to track homeless student needs and intervention outcomes; a system now used daily by 30+ case managers, improving service delivery and equity.

**PollCart (Startup) | Product Owner (Creator and Founder)**

Dallas, TX | 01/2020 - 06/2020

* Drove product vision and UX design for a Shopify social commerce platform, implementing personalized product recommendations that boosted average merchant sales by 15% and increased user engagement by 20%.
* Engineered a social shopping browser plugin, enhancing peer product discovery and reducing abandoned carts by 15% through personalized recommendations; implemented for 50 friends and family beta testers.

**Bank of America/Merrill Lynch | Senior Front-end Developer**

Plano, TX | 06/2017 - 01/2020

* Pioneered the development of two AI/machine learning applications using AngularJS and React for OCR and NLP document analysis; accelerated document processing speeds by 60% while maintaining 99.99% accuracy.
* Pioneered reusable React component library for B2B platform front-ends, cutting down integration time for new backend features by 40% and accelerating feature releases by 25 days.
* Revolutionized team communication by implementing agile leadership principles learned from a 12-month mentorship; fostered cross-functional collaboration, eliminating three critical project roadblocks.

ADDITIONAL EXPERIENCE

**Precocity (Startup) | Senior Frontend Developer (Consultant for Neiman Marcus and Axway)**

Plano, TX 07/2016 - 02/2017

**Capital One | Senior Frontend Developer (Garage Innovation Center)**

Plano, TX | 09/2014 - 05/2016

**Respondology (Startup) | Senior Sales Engineer**

Dallas, TX | 03/2014 - 08/2014

**The University of Texas at Dallas (UTD) | Senior Web Developer**

Richardson, TX | 08/2008 - 03/2014

AWARDS

* UT Dallas Bronze Alumni Award for Development and Achievement
* Capital One OMNI Award, Loan Hub Home Mortgage Journey
* Bank of America National Hackathon Winner
* International Slalom Generative AI Hackathon Winner

EDUCATION

Master of Business Administration (MBA)

Naveen Jindal School of Management, The University of Texas at Dallas (UTD)

PATENT

PollCart: “Method for facilitating purchase decision-making using social polling”