

ABOUT ME (mostly)

I build programs that help people work smarter with technology, not just faster because of it. My work sits where design, strategy, and systems meet, the place messy problems start to show their shape and clarity becomes something you can actually use. AI can do almost anything. I am less interested in that than in what should stay human, and in building the readiness so the rest sticks. Tools change. People are the constant.

MILLERKNOLL / SENIOR MANAGER, AI STRATEGY & READINESS

2023 - Current

Lead enterprise AI strategy at MillerKnoll, connecting business priorities, technology capabilities, and executive decision-making so investments are intentional, responsible, and tied to outcomes. Built the company's AI operating model with the CTO, then scaled it across strategy, governance, enablement, and communications for ~10,000 employees. Partner closely with technical leaders on delivery while owning the human and operating layer that makes adoption stick.

- Strategy and planning. Define and maintain enterprise AI strategy. Translate capabilities into pathways from proof of concept to scale. Vet and prioritize use cases so resources follow signal, not noise. Track adoption and value metrics to support investment decisions.
- Operating model and agents. Established governance backbone, lifecycle patterns, evaluation methods, metadata standards, and an internal agent framework of lightweight, domain-focused tools that run on Microsoft Copilot or custom builds depending on data and control needs. Turned scattered demand into a coherent program.
- Training and enablement. Design and deliver learning across three learner tiers, from team visits to full-day workshops. Built the curriculum, Learning Studio toolkit, prompt library, and a portfolio of purpose-built agents. Goal is real fluency across roles, not awareness that tools exist.
- Governance and risk. Build frameworks for responsible use across transparency, bias, privacy, and sustainability. Partner with legal, security, and compliance so guardrails are enterprise-ready before they need to matter.
- Team leadership and strategy. Build and mentor the strategy and enablement team. Designed and facilitated a three-day offsite with eleven AI team members to set next-year priorities from a full year of demand.
- Communications. Serve as a central voice for AI strategy. Partner with senior leaders to position AI as a capability lever, not a cost line.

MILLERKNOLL / INNOVATION ARCHITECT

2020 - 2023

Led the Technology Integration Office during the Herman Miller and Knoll merger, identifying synergies and aligning technology, operations, and business teams through a major transformation. Tracked and reported synergy realization with BCG and executive leadership, contributing to more than \$9 million in measurable value. Beyond the merger, worked at the intersection of strategy, design, and technology with startups and universities to evaluate emerging capabilities and focus teams on the opportunities that mattered most.

OPEN SYSTEM TECHNOLOGIES / PRACTICE LEAD, PROJECT MANAGEMENT OFFICE

2017 - 2020

Directed the PMO and program-managed complex, multi-stream client portfolios across application development, UX, and managed services, leading sixteen project managers while driving 180% revenue growth and rebuilding the PMO into a strategic delivery function. Owned program-level planning, financials, capacity modeling, risk management, and stakeholder alignment across dozens of concurrent initiatives, partnering with executives and account leaders to shape delivery strategy, recover at-risk programs, and establish a predictable operating cadence. Redesigned core operating processes including sales-to-delivery workflow, SOW development, project initiation, and cross-team delivery rhythms, creating a repeatable backbone for consulting engagements.

VISUALHERO / DESIGN OPERATIONS MANAGER

2013 - 2017

Directed resourcing and project operations for an eighteen person design and software team, aligning utilization, pipeline, staffing, and business development. Played a central role in the acquisition by OST including due diligence, cultural onboarding, and positioning the design team as a growth engine.

EDUCATION

Grand Valley State University, MBA, Executive Leadership & Corporate Strategy / Grand Rapids, MI
Colorado College, BA, Sociology / Colorado Springs, CO
Northfield Mount Hermon School / Northfield, MA