Rich Williams, MBA

Product Strategist | AI & Digital Transformation Leader | Agile Delivery Expert
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PROFESSIONAL SUMMARY

Dynamic Product Owner / Strategist with 15+ years of experience delivering digital, AI, and UX-driven products across telecom, finance, education, and consulting. Combines hands-on technical fluency with executive-level strategy to design, build, and scale products that enhance customer experience and operational efficiency. Adept at defining vision, aligning roadmaps, and empowering cross-functional teams through Agile and SAFe frameworks. Recognized for award-winning innovation in Generative AI and digital transformation.

CORE COMPETENCIES

Product Strategy & Roadmapping | AI / ML & GenAI Integration | Customer Journey Design
UX/UI Leadership | Agile Delivery (SAFe POPM, CSM) | Digital Transformation
Data-Driven Decision Making | Change Enablement | Stakeholder Management
Front-End Development | Communication & Collaboration

PROFESSIONAL EXPERIENCE

AT&T – Senior Project / Program Manager – AI & Digital Transformation

Dallas, TX | 2023 – 2024

- Directed AI-enabled automation initiatives that reduced order-processing time 50% and manual steps by 70%.
- Integrated Microsoft Teams automation into Service Assurance for real-time escalations, cutting cycle times.
- Led cross-functional agile teams delivering enterprise-scale automation for order/billing workflows.
- Held GSA clearance for federal contractor support (2024).

Slalom Consulting – Agile Solution Owner / Product Manager / Scrum Master

Dallas, TX | 2021 – 2023
- Guided digital-product strategy for telecom, airline, and automotive clients; graduated from the Solution Owner Academy.
- Delivered award-winning Generative AI projects using Azure Cognitive Search, ChatGPT-4, AWS Bedrock.
- Championed user-centric design, agile coaching, and delivery governance across multiple enterprise teams.

Dallas Independent School District – Software Developer / Product Lead

Dallas, TX | 2020 – 2021

- Built Oracle APEX dashboards optimizing GPS bus routing, saving district funds and reducing student ride time.
- Designed "Homeless Student Locator" system integrating Google Maps APIs to improve student services.
- Developed analytics tools monitoring discipline equity and trauma response program effectiveness.

Bank of America Merrill Lynch – Senior Front-End Developer / Product Owner

Plano, TX | 2017 – 2020

- Built React OCR platform to extract and visualize legal contracts for attorneys and bankers.
- Led Angular prototype for NLP document classification; mentored teams through Agile adoption.
- Designed CashPro framework allowing B2B apps to launch without dedicated design resources.

Precocity LLC / Capital One / UT Dallas (earlier roles)

2003 – 2017

- Delivered executive dashboards (Neiman Marcus), sitewide rebrands (Axway), and Angular apps (Capital One Auto Navigator).
- Managed UX and web strategy for UT Dallas leadership sites, earning Bronze Alumni Award for Digital Achievement (2015).

EDUCATION & CERTIFICATIONS

MBA, UT Dallas – Naveen Jindal School of Management
BA Psychology, UT Dallas
SAFe Product Owner / Product Manager (POPM) | Certified Scrum Master (PSM I)
Oracle APEX Explorer | AI for Everyone – DeepLearning.AI

TECH STACK & TOOLS

Figma • Miro • Jira • Confluence • Azure DevOps • Tableau • Power BI • AWS • Azure • OpenAI API • Oracle APEX • Python • SQL • HTML / CSS / JS / Angular / React / Bootstrap

AWARDS & HIGHLIGHTS

- Slalom Generative AI Hackathon 2023 – "Most Purpose-Led" & "Best Internal Use Case."
- AT&T AI Automation Program – 50% processing-time reduction, higher NPS.
- Bronze Alumni Award, UT Dallas (2015).
- Time Management for Dumbasses – Author (Publication).
- PollCart Patent Holder – Social Commerce Voting System.