

**RICHARD CHARLES WILLIAMS III:** *MBA, POPM, CSM* | Plano, Texas | (469) 387-6294 |  
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**SKILLS:** Bass Guitar | Music Production | Agile Methodologies | UX/UI Design | Generative AI | Standup Comedy | Frontend Coding | Solution Ownership | Ideation/Implementation

**EXPERIENCE:** **AT&T** *Senior Program Manager, Digital Transformation & AI* (2023 - 2024)  
Revolutionized processes with AI-driven solutions: automated customer data validation, streamlined service assurance, and enhanced government billing workflows. Delivered measurable efficiency gains and customer satisfaction improvements. **Projects:** AI-Driven Customer Data Validation | Real-Time Service Assurance Automation | Government Billing Workflow Enhancements

**Slalom Consulting** *Product Owner* (2021 - 2023) Spearheaded GenAI initiatives using AWS Kendra and Cognitive Search, winning internal accolades. Guided Agile transformations across telecommunications, airlines, and automotive industries. **Projects:** AWS Kendra GenAI Suite | Agile Transformation for Airlines | Cognitive Search Use Cases

**Dallas Independent School District** *Software Developer* (2020 - 2021) Engineered GPS route optimizations and equity analysis tools to better serve students. Developed key applications addressing homelessness and student safety. **Projects:** GPS Route Optimization Dashboard | Homeless Student Location System | Equity Analysis Tool

**Bank of America/Merrill Lynch** *Senior Frontend Developer and Product Owner* (2017 - 2020)  
Built OCR and NLP tools, reshaping contract analysis for attorneys. Designed a scalable B2B platform enabling seamless app development. **Projects:** OCR Contract Analysis Tool | B2B CashPro Framework | NLP Prototype Development

**Capital One** *Senior Frontend Developer: Mortgage Hub & Auto Navigator* (2014 - 2016)  
Partnered with business units to create interactive infographics, develop homepages, and design complex online applications. Implemented features for improved mortgage and auto finance experiences. **Projects:** Loan Hub Mortgage Website | Auto Navigator Credit Application | Loan Builder Paperwork Organization

**EDUCATION:** **The University of Texas at Dallas** *MBA*, Business 2010 | *BA*, Psychology 2005

**AWARDS:** Alumni Achievement Award | Capital One OMNI Award | BOA Hackathon Team Lead (1st Place) | "Most Purpose-Led" & "Best Use Case" Slalom Hackathon | Oracle Learning Explorer: Application Express | Global Recognition Award | Helsinki Machine Learning and AI

**SUMMARY:** Pioneering 15+ years in digital innovation, blending technical prowess with creative problem-solving. An agile leader proficient in Generative AI, UX/UI design, and strategic execution. Recognized for shaping impactful, customer-focused solutions across retail, finance, and telecommunications. Off-hours, I'm a bass player, indie music producer, and occasional stand-up comedian. *Excellent references available on request.* [rcw/20250127]