

Erica Troncoso

AI Strategic Leader

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SKILLS

AI Product Development & Lifecycle Management

Efficient Program Execution & Risk Mitigation

Data-driven Solution Development & Decision-Making

User-Centered Research & Market Analysis

Strategic Partnerships & Stakeholder Alignment

SOFT SKILLS

Executive Communication & Confident Leadership

Critical Thinking & Creativity in Problem Solving

Highly Adaptable & Mission-Driven

CERTIFICATIONS & TRAINING

AWS Certified AI Practitioner

AWS Certified Cloud Practitioner

Introduction to Prompt Engineering, *PromptLearning, Certification*

Ethics and Governance of Artificial Intelligence for Health, *World Health Organization, Certification*

Introduction to Data Science in Python, *University of Michigan, Professional Certificate*

Leadership in Action, *Johns Hopkins Carey Business School, Professional Certificate*

Advanced Design Thinking, *Johns Hopkins Carey Business School, Professional Certificate*

Design Thinking for Innovative Problem Solving, *Johns Hopkins Carey Business School, Professional Certificate*

SUMMARY

Results-driven AI leader with over a decade of experience driving AI innovation, thought leadership, and impact. Adept at developing and executing AI strategies that align with organizational goals, focusing on product innovation, customer engagement, and operational efficiency. Proven ability to collaborate with cross-functional teams, identify market opportunities, and implement cutting-edge generative AI technologies that optimize business outcomes. Passionate about harnessing the power of AI to create transformative solutions and deliver exceptional value in fast-paced, results-driven environments.

EXPERIENCE

Abt Global, Rockville, MD

Senior AI Strategist, Global Digital Solutions

2023 to Present

- AI project manager, responsible for technical quality and timely delivery of solutions for US Government clients.
- Lead AI technical design and solution strategy for US Government contract proposals worth \$20-\$500M across health, resilient economies, and climate portfolios.
- Lead 10-20 person cross-functional teams to design and launch AI-driven products tailored to diverse customer needs across international and domestic settings.
- Design frameworks for monitoring AI product performance and user feedback, define and track success metrics, and driving continuous improvements based on data analytics.
- Establish and maintain strategic relationships with partners and customers, including private sector stakeholders, donors, government bodies.
- Leadership representing the organization in domestic and international settings, maintaining strategic position with customers and industry.

Jhpiego, Baltimore, MD

Senior Technical Advisor, Frontier Technology & Innovations

2017 - 2023

- AI Program Manager of a budget of \$800,000 to successfully design and launch AI/ML projects, focusing on global health impact and supporting strategic decision-making for government partners.
- Advised on \$10M+ health programs in India and Nigeria, integrating AI and IoT devices into maternal and HIV care, collaborating closely with international governmental bodies.
- Led the development and operationalization of Data Science & Emerging Technology and Technology-Enabled Primary Health Care strategies.
- Conducted in-depth market analyses to identify opportunities for AI product localization and customization, ensuring compliance with regional regulations.

Instructional Technologist

2016 - 2017

- Led research, development, and implementation of digital learning products and virtual simulation technologies for capacity building in health care.
- Developed digital learning products, including biomedical visualizations, instructional videos, apps, websites, and job aids for global health programs and in collaboration with WHO, PAHO, USAID.
- Responsible for project management, technical writing, and digital content development of learning resource packages for country programs and global initiatives.

Save the Children, Washington, DC

Global Health Visual Media Guyer Fellow, Department of Global Health

2016 - 2017

- Produced digital learning media to communicate global health program concepts effectively.

Emergency Medicine Department, Johns Hopkins Hospital, Baltimore, MD

Mobile Application Developer

2016

- Developed a cross-platform mobile application for emergency ultrasound-guided nerve blocks.

Charm City Clinic, Baltimore, MD

Team Leader of Health Case Managers

2014 - 2015

- Trained health case managers in digital systems to support clients in accessing high-quality care.
- Managed and assisted team with health cases for 20+ clients.

EDUCATION

Johns Hopkins University School of Medicine — *M.A. Biomedical Visualization*

Baltimore, MD

Boston University — *B.A. Fine Arts*

Boston, MA

PUBLICATIONS

Guillaume, D., **Troncoso, EL.**, Duroseau, B., Bluestone, J., Fullerton, J. Mobile-social learning for continuing professional development in low-and-middle-income countries: An integrative review. JMIR Medical Education 2022 Jun 7;8(2):e32614. doi: 10.2196/32614. PMID: 35671080.

Bluestone, J., **Troncoso, EL.**, Fitzgerald, F., Nagbe, L., Tetteh, G., Hellar, A., Ernest, E. Three Pivots for Improving Health Care Provider Performance: A Commentary. Global Health: Science and Practice. Feb 2022, 10 (1) e2100625; DOI: 10.9745/GHSP-D-21-00625

Troncoso, EL., Breads, J. Best of Both Worlds: Digital Health and Nursing Together for Healthier Communities. International Nursing Review. 2021 June 16. <https://doi.org/10.1111/inr.12685>

Troncoso, EL. The Greatest Challenge to Using AI/ML for Primary Health Care: Mindset or Datasets? Front Artif Intell. 2020 Aug 21;3:53. doi: 10.3389/frai.2020.00053. PMID: 33733170