Chrysti Reichert

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PROFESSIONAL SUMMARY

Forward-thinking technologist with 10+ years in business automation, AI governance, and cloud-native solutions. Proven success designing and deploying intelligent automation using Microsoft Power Platform, Azure AI, and custom REST integrations. Skilled in transforming complex business processes into secure, scalable automation across regulated environments. Career highlights include deploying enterprise chatbots, building internal GPT solutions, and architecting cross-functional AI governance frameworks. Passionate about innovation, compliance, and delivering measurable business impact through responsible AI.

WORK EXPERIENCE

Azure Solutions Manager

Bausch + Lomb – Remote | Sep 2023 – Present
- Designed and deployed 20+ AI chatbots using Microsoft Copilot, Agent Studio, Power Platform, and REST APIs (Salesforce, ServiceNow).
- Built internal ChatGPT (B+L Chat) using Azure OpenAI, combining internal data and PubMed for intelligent search and IT support.
- Led end-to-end project delivery from ideation to launch in under 3 weeks with complete technical documentation.
- Created 9 enterprise Power Apps using Microsoft Fabric, SQL, Power BI, and Power Automate, increasing reporting accuracy and efficiency for 13,000+ users.
- Executed cybersecurity protocols, risk assessments, and advanced filters to mitigate prompt injection risks using Microsoft Purview.
- Drove AI governance strategy using the NIST AI Risk Management Framework and coordinated cross-functional executive collaboration.

ChatGPT Specialist (Freelancer)

Upwork – Remote | May 2023 – Aug 2023
- Delivered tailored GenAI applications using OpenAI tools for clients across finance, healthcare, and e-commerce.
- Developed NLP-driven customer service and internal help desk solutions.

AI Solutions Engineer

Bausch + Lomb – Saint Petersburg, FL | May 2023 – Aug 2023
- Created 30+ chatbots, 7 enterprise Power Apps, and automated workflows via Power Automate.
- Led AI policy discussions and security reviews, deployed a global AI tool used by 13,000+ users.
- Trained teams across departments with 14+ major sessions, promoting AI understanding and adoption.

Lead Medicaid Waiver Specialist

Area Agency on Aging of Pasco-Pinellas – Tampa/St. Petersburg, FL | Aug 2009 – Dec 2022

- Managed a 7-person team delivering care to 6,000+ seniors per year.
- Built a scheduling platform using HTML, APIs, SharePoint, and Power Apps, boosting efficiency by 50%.
- Reduced communication response time by 65% using HIPAA-compliant web-based texting.
- Authored statewide SQL/SSRS reports for E-CIRTS, improving data accuracy by 50%.
- Designed custom Power Apps and automated workflows, saving $15,000 and increasing productivity 20%+.
- Implemented statewide training programs and achieved 95%+ adoption of new systems.

EDUCATION

- Full Stack MERN Bootcamp, University of Central Florida – Dec 2022 to Mar 2023
- Bachelor of Science in Sociology, Indiana University – Bloomington, IN – Aug 1999 to May 2003

SKILLS

AI & Automation: Microsoft Power Platform, Power Apps, Power Automate, Power BI, AI Builder, Azure AI, Visual AI | Languages: JavaScript, Python, SQL, TypeScript, HTML, CSS | Frameworks & Tools: React, Node.js, Bootstrap, GitHub, REST APIs, Docker | DevOps & Cloud: Microsoft Azure, Azure DevOps, Microsoft Purview, SharePoint | Business & Governance: AI Governance, Risk Management, Policy Design, Compliance (HIPAA, NIST AI RMF) | Soft Skills: Strategic Planning, Public Speaking, Employee Training, Agile Collaboration, Consulting