

Experienced Leader in AI Strategy, Learning Innovation and Organizational Change Management

Accomplished professional with a proven track record of driving organizational transformation through AI integration, strategic leadership, and innovative learning initiatives. Combines expertise in AI technologies, leadership, and learning experience design to foster organizational growth and employee development at scale.

Core Competencies

- AI Strategy, Enablement, and Facilitation
- Organizational Change Management for AI
- AI Governance, Ethics, and Policy
- Learning Experience Innovation
- Stakeholder Engagement & Collaboration
- Strategic Consulting & Business Alignment

Education & Certifications

- *Leader in Generative AI* certification, Google Cloud, June 2025
- Graduate Certification, *Artificial Intelligence in Business*, Arizona State University, 2024
 - Included courses on Python and Machine Learning
- *AI in Change Management* Certificate, Vanderbilt University via Coursera
- AI Specialization Certificates: Prompt Engineering, Generative AI, Design Thinking (General Assembly)
- Leadership Certifications: Hogan Assessments, ICF Coaching Essentials, Integrated Talent Management (ATD)
- M.S., *Artificial Intelligence in Business*, Arizona State University, anticipated graduation date, 2027
- B.A. *English*, emphasis *Technical Writing*, Wright State University

Relevant Professional Experience

Innovate + Elevate Strategies, LLC (self-employed): Principal Strategist, AI and Learning
(November 2024 – Present)

- Facilitate *AI Fundamentals* and *Automating AI Workflows* courses for executive education programs in partnership with universities (via Ziplines Education).
- Collaborate with instructional designers to ensure content accuracy, clarity, and relevance in new courses development and iterative improvements (with Ziplines Education and SweetRush, Inc.)
 - SME and video narrator for extensive module on *AI Governance, Ethics, and Change Management* in the *Automating AI Workflows* course; module receives the highest NPS scores.
- Conduct learning audits across organizations, including content, efficiency and process, technology, and budgeting (with David Weekley homes).

ELB Learning: Senior AI & Learning Strategist (January – August 2024)

Served as a senior leader, leading AI and learning consulting engagements while mentoring team members and shaping company strategy.

Key Contributions:

- Developed AI-driven learning strategies for client companies, contributing to improvements in workforce capabilities and operational efficiencies.
- Created and facilitated cutting edge AI workshops, making complex technical concepts accessible to diverse audience levels, including executive leadership.
- Served as AI SME for AI Academy courses.
- Developed a client-facing and internal AI academy, combining live workshops with innovative eLearning.
- Modified and refined a change management framework for integrating AI into client processes, enhancing learning effectiveness and operational efficiency across various industries.

UPS: Senior Manager, Learning: HR Operations (2019 – 2023)

Led a high-performing global team of learning professionals, driving innovation in HR operations and employee development.

Key Contributions:

- Guided a team of learning specialists in transforming UPS's global HR call center training, using innovative learning approaches and technology to improve operational efficiency by 25%.
- Oversaw the learning implementation of new enterprise technologies (Workday, ServiceNow, Salesforce, Teams), facilitating change management across a diverse, global workforce.
- Cultivated a culture of innovation and continuous improvement within the broader team, using Qualtrics engagement surveys and small focus groups.

Oracle Corporation: Senior Human Resources Learning Manager (2012 – 2019)

Advanced to lead a cross-functional team responsible for global learning and organizational development initiatives for 130,000+ employees.

Key Contributions:

- Built and led a team of learning professionals across multiple geographies, driving a collaborative and high-performing culture.
- Contributed to the design and implementation of Oracle's global talent management strategy, incorporating data-driven insights for succession planning and performance management.
- Co-led the modernization of Oracle's learning ecosystem, implementing Degreed (LXP) for personalized learning paths and adaptive learning technologies.

Thought Leadership

- Author: *From Risk to Responsibility: An AI Governance Playbook*, upcoming e-book, Clarity Consultants, 2025
- Author: *Partner with AI for Instructional Design*, ATD Press, 2025
- Contributing Author: *L&D's Playbook for the Digital Age*, ATD Press, 2021
- Contributing Author: *Ready, Set, Curate: 8 Learning Experts Tell You How*, ATD Press, 2016
- Regular speaker on AI in learning, change management, and ethics (www.michelleslentz.com/presentations)