

Kaitlin O'Connell

Enterprise AI Adoption & Transformation Leader | Digital Workplace & Knowledge Management

AI Enablement | Microsoft 365 & Copilot | Knowledge & Governance | Responsible AI | Workflow Transformation
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PROFESSIONAL SUMMARY

Enterprise AI adoption, transformation, and knowledge management leader with 13+ years of experience helping complex organizations turn emerging technology and enterprise knowledge into governed, scalable ways of working. Bridges business, technology, knowledge systems, and human adoption to identify high-value AI opportunities, prepare enterprise information for trusted AI retrieval, and embed AI capabilities into practical workflows. Experience spans Microsoft 365 Copilot enablement and adoption, digital workplace transformation, enterprise knowledge management, information architecture, AI-ready knowledge systems, RAG readiness, taxonomy and metadata, content governance, change enablement, and AI output evaluation across regulated and matrixed environments. Trusted partner to IT, Security, Legal, Product, Operations, and executive stakeholders, with demonstrated outcomes including a 45% increase in enablement adoption, 40% improvement in knowledge discoverability, 25% reduction in proposal review cycles, and 96% improvement in content retrieval accuracy.

CORE COMPETENCIES

AI Transformation & Adoption: Enterprise AI Enablement • AI Adoption Strategy • AI Use-Case Discovery & Prioritization • Workflow Integration • Value Realization • AI Literacy • Organizational Change Management • Change Enablement • Workshop Facilitation

AI Quality, Governance & Knowledge Readiness: Enterprise Knowledge Management • Knowledge Strategy • AI-Ready Knowledge Architecture • RAG Readiness • Knowledge Grounding • Enterprise Search & Retrieval Quality • Information Architecture • Taxonomy & Metadata • Content Governance • Content Lifecycle Management • Knowledge Quality & Validation • LLM Output Evaluation • Responsible AI • AI Governance & Risk Alignment

Enterprise Leadership & Delivery: Cross-Functional Program Leadership • Business & Technology Alignment • Executive Advisory • Stakeholder Engagement • Digital Workplace Transformation • Adoption Metrics & Executive Reporting

TECHNOLOGY & AI ENVIRONMENT

Microsoft: Microsoft 365 • Microsoft Copilot • Copilot Chat • SharePoint Online • Microsoft Teams • Power BI

Generative AI: ChatGPT • Claude • Gemini • Perplexity • Prompt Design & Evaluation • LLM Evaluation • RAG Concepts & Knowledge Readiness • Agentic AI Concepts

Knowledge & Enterprise Platforms: Salesforce • Adobe Experience Manager (AEM) • Confluence • Jira • WorkRamp • Skilljar • GA4

Knowledge Architecture: Taxonomy • Metadata • Enterprise Search • Structured Content • Content Lifecycle Management • AI-Ready Knowledge Systems • Retrieval & Source-Content Quality

PROFESSIONAL EXPERIENCE

Enterprise Insurance Client (Confidential / NDA-Protected Engagement) — Remote | May 2026 – Jun 2026

AI Enablement Consultant (Contract)

- Delivered enterprise Microsoft 365 Copilot adoption and workforce enablement through live virtual training, role-based exercises, office hours, and reusable self-service resources.
- Guided employees across varying levels of Copilot proficiency, translating platform capabilities into practical workflows for different roles and business needs.
- Coached users on prompt structure, iteration, critical review, and AI output validation to improve relevance, accuracy, and confidence in generated results.
- Reinforced responsible AI practices, including appropriate handling of sensitive information, human review, and heightened scrutiny for consequential use cases.
- Developed workshop decks, facilitator materials, quick-reference guides, exercises, and workflow-specific examples supporting sustained adoption beyond live training.

- Captured learner questions, emerging use cases, adoption barriers, and feedback to refine enablement content and recommend follow-up support.

Dell Federal Services — Remote | Nov 2023 – Oct 2025

Technical Content Developer III | AI Enablement & Knowledge Transformation Lead

- Led enterprise AI enablement, knowledge management, digital workplace, and information-governance initiatives supporting a 10,000+ user ecosystem within a highly regulated federal environment.
- Supported a secure internal AI-assistant pilot and RAG-readiness efforts by preparing governed enterprise knowledge for AI-assisted retrieval and translating business, content, access, and information-quality requirements for technical and security stakeholders.
- Evaluated unreliable AI retrieval and output issues initially attributed to model hallucination, identifying stale, duplicated, conflicting, and poorly governed source content as contributing factors and implementing knowledge-quality controls to improve grounding and trust.
- Designed AI-ready knowledge architecture spanning taxonomy, metadata, lifecycle governance, archival standards, content ownership, validation, and enterprise search, improving knowledge discoverability by 40%.
- Reorganized fragmented SharePoint environments into governed sources of truth, separating historical/audit content from active enterprise knowledge to reduce retrieval noise while preserving required records.
- Partnered with IT, Security, Legal, operations, and technical stakeholders to align AI initiatives and enterprise knowledge access with governance, compliance, permissions, and risk requirements.
- Facilitated scenario-based AI workshops and use-case discovery sessions focused on workflow optimization, role-based productivity, responsible AI, and organizational readiness.
- Identified and operationalized high-value AI and knowledge workflow opportunities that reduced proposal review cycles by 25% and accelerated onboarding by 20%.
- Designed prompt frameworks and evaluated AI-generated outputs for accuracy, relevance, consistency, and business usefulness; translated findings into practical guidance and workflow improvements.
- Built executive dashboards and reporting frameworks measuring adoption, knowledge health, workflow efficiency, and transformation outcomes.

Dell Technologies — Remote | Sep 2019 – Oct 2023

Sr. Product & Portfolio Marketing Analyst | Global Enablement & Transformation Strategist

- Led global digital workplace, knowledge, and enablement transformation supporting 1,000+ stakeholders across Sales, Marketing, Product, and technical organizations.
- Directed enterprise intranet modernization and knowledge architecture redesign, establishing governance, taxonomy, metadata, content standards, and UX practices later adopted as broader transformation models.
- Improved content retrieval accuracy by 96% year-over-year by restructuring enterprise knowledge, strengthening metadata and governance, and improving search and information architecture.
- Reduced redundant content by 35% through lifecycle governance, structured content practices, and centralized ownership.
- Increased enterprise enablement adoption by 45% through role-based engagement, workflow-driven reinforcement, centralized learning ecosystems, and targeted enablement campaigns.
- Designed onboarding programs, live enablement sessions, playbooks, and executive communications supporting large-scale technology and workplace transformation.
- Built centralized SharePoint and Teams knowledge ecosystems supporting onboarding, self-service information access, collaboration, enterprise search, and scalable knowledge reuse.
- Produced Power BI/KPI reporting on adoption, engagement, knowledge performance, and transformation outcomes to guide leadership decisions.
- Partnered across Product, Sales, Legal, IT, Training, and communications stakeholders to translate technical capabilities and business requirements into scalable user experiences.

Dell EMC — Chicago & Lisle, IL | Nov 2018 – Aug 2019

Business Operations & Enablement Specialist

- Supported enterprise operational transformation initiatives across sales, finance, and business operations teams.

- Developed enablement documentation, workflow standards, and process guidance improving system adoption and operational consistency.
- Built forecasting and analytics models that improved reporting accuracy by 20% and enhanced leadership visibility into business performance.
- Collaborated cross-functionally to streamline workflows, resolve operational challenges, and strengthen alignment between business and technical stakeholders.

ForeverCar, LLC (InsurTech startup acquired by CUNA Mutual Group) — Chicago, IL | May 2015 – Jun 2018

Sr. Data Analyst / Quality Coordinator | Training, Documentation & Knowledge Lead

- Designed structured operational workflows, training programs, and knowledge systems supporting customer service and operational transformation initiatives.
- Delivered onboarding and continuous learning programs that improved retention, reduced process inconsistencies, and strengthened operational transparency.
- Built analytics and executive reporting that identified recovery opportunities contributing to approximately \$500K in recoveries and a 25% reduction in chargeback losses.
- Partnered with leadership teams to identify process improvement opportunities and implement scalable operational solutions informed by performance data.

SELECTED ENTERPRISE AI & TRANSFORMATION IMPACT

- Owned AI enablement, knowledge transformation, governance, and digital workplace initiatives in a 10,000+ user enterprise environment.
- 45% increase in enablement adoption: Role-based engagement and workflow integration
- 40% improvement in knowledge discoverability: Taxonomy, metadata, governance, and search modernization
- 25% reduction in proposal review cycles: AI-assisted and knowledge workflow optimization
- 96% YoY improvement in retrieval accuracy: Enterprise information architecture and governance transformation

EDUCATION, CERTIFICATIONS & HONORS

AWS Certified Cloud Practitioner

Career Essentials in Generative AI — Microsoft & LinkedIn

Generative AI and Workplace Transformation — LinkedIn

SMaC Professional Certification — Dell, 2020

Associate of Arts — College of DuPage, 2007

Chicago Innovation Award — ForeverCar, 2016

Chicago's Magnificent Honoree — Cystic Fibrosis Foundation, 2024