
PROFESSIONAL SUMMARY

Facilitator and coach combining leadership development, AI adoption, workflow automation, and people management experience. At Hone, led internal AI adoption, founded the AI Council, and built 100+ business automations. Facilitated a Google leadership cohort across North America and APAC, coached 100 individuals, and created programs for 300+ ERG leaders. Brings practical experience supporting learners, enabling teams, and connecting programs to business and people goals.

CORE SKILLS

Leadership Facilitation | AI Adoption & Enablement | Workflow Automation | Individual Coaching | Leadership Curriculum Design | Learner Support | Inclusive Leadership | People Leadership | Program Management | Change Management | Career Development Coaching | Adult Learning Principles

TOOLS & PLATFORMS

ChatGPT | Claude | Zapier | Google Workspace | Slack | Asana | Confluence | Zendesk | Salesforce

PROFESSIONAL EXPERIENCE

Braindom LLC Inclusive Leadership Consultant & Facilitator	Jul. 2017 to Present
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- Design and facilitate inclusive leadership and organizational development programs across tech, retail, healthcare, financial services, and nonprofit organizations, aligning programs with business and people goals.
- Facilitated an eight month Inclusive Leadership Cohort for Google employees across North America and APAC.
- Provided 1:1 coaching to 100 individuals, including individual contributors, executives, and leaders, helping them overcome inhibitions and achieve goals such as promotions, compensation increases, and greater confidence to speak up.
- Created and facilitated leadership programming for 300+ ERG leaders from Google, Boeing, BASF, 3M, U.S. Bank, SASE, and NAAAP.
- Directed a four month global diverse and inclusion leadership curriculum and video training program supporting 450+ GiANT consultants.

Hone Operations & Automation Manager	Jan. 2022 to Aug. 2026
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- Managed a team of four and supported customer onboarding, learning program implementation, and program management; reported to the Chief Customer Officer.
- Led internal AI adoption and founded the AI Council, bringing teams together to identify use cases, enable training, and support practical implementation.
- Built and maintained 100+ business automations spanning communications, scheduling, access management, service delivery, and internal workflows; coordinated requirements and dependencies across connected systems.
- Took a human-in-the-loop AI support workflow from operational problem to implementation, using ticket context and historical cases to generate internal notes and save approximately 2–5 minutes per ticket across ~1,000 quarterly requests.
- Built Harry, an internal AI-powered Operations knowledge assistant connected to Confluence and Slack, giving employees a simpler way to find operational guidance and creating a reusable knowledge resource for day-to-day work.

- Designed and automated customer lifecycle workflows for onboarding, trial enablement, platform education, learner communications, and class enrollment to standardize experiences and reduce manual handoffs.
- Created reusable AI tools and templates—including automated customer business-review decks and a company-branded presentation skill—to help Customer and Marketing teams adopt consistent, self-service ways of working.
- Collaborated across teams to design and build a workflow supporting 150 individual coaching engagements, eliminating 11 manual steps per engagement and improving handoffs.
- Led support for learners and administrators across approximately 1,000 requests per quarter, maintaining 95% customer satisfaction with an approximately 12% survey response rate.
- Standardized onboarding, platform education, learner communications, and class enrollment through coordinated customer lifecycle workflows.
- Managed membership class capacity and budget, balancing learner demand, class supply, operational constraints, and cost.

New York Life Insurance and NYLIFE Securities | Registered Representative

Apr. 2018 to Oct. 2020

- Advised small and midsize businesses on business solutions and employee benefits and partnered with multicultural market leaders on client, community, marketing, and sales initiatives.

IKEA | Progressive Operations & People Leadership Roles

Apr. 2009 to May 2017

- Progressed through management roles in food operations and administration, leading teams, customer experience, compliance, and process improvement.
- As IKEA FOOD Senior Manager, oversaw approximately 50 employees and partnered with senior leadership on global initiatives across 300+ employees; achieved top five store employee engagement, number one U.S. IKEA FOOD customer satisfaction, and \$4M in sales.
- Developed talent resulting in three internal promotions and improved departmental sales by more than 10%.

LEADERSHIP & COMMUNITY

National Association of Asian American Professionals (NAAAP)

President, Los Angeles Chapter; Prior Leadership Roles | Jun. 2018 to Present

- Led volunteer board development, member programming, partnerships, and stakeholder communications; increased virtual event attendance rate from 50% to more than 60% and hosted an ERG panel across companies with a 70% attendance rate.

Alhambra Chamber of Commerce | Ambassador President / Ambassador Member

Nov. 2018 to Aug. 2021

- Led and organized community events.

EDUCATION & CERTIFICATIONS

California State Polytechnic University, Pomona | B.S., Business Administration: Management and Human Resources

Cornell University | Diversity and Inclusion

GiANT Certifications | 100x Leader, GiANT Coach, Digital Age Leader, 5 Voices