

JOANNE GIANG

AI ENABLEMENT • AI ADOPTION • OPERATIONS AUTOMATION

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PROFESSIONAL SUMMARY

AI program, adoption, and operations leader with experience turning business problems into practical workflows, systems, and enablement programs. At Hone, led internal AI enablement, founded the AI Council, built 100+ automations, and partnered across teams to embed AI ideas into everyday operations and workflow. Hands-on cross-functional coordination, workflow design, change management, program management, and no-code/low-code implementation that helps teams stay aligned, learn new tools, and turn processes into a simple and scalable workflow. Learn more about me at <https://www.giangjoanne.com/>.

CORE SKILLS

AI Program Management | AI Adoption & Enablement | Cross-Functional Coordination | Generative AI | Business Process Automation | Workflow Design | Change Management | Project & Workstream Coordination | Knowledge Management | Process Improvement | Operational Scalability | No-Code/Low-Code Systems | Human-in-the-Loop AI | Capacity Planning

TOOLS & PLATFORMS

Zapier | Zendesk | Claude/Claude Cowork | ChatGPT/ChatGPT Work | Slack | Confluence | Asana | Google Workspace | Google Apps Script | Framer | Salesforce | Monday.com | Customer.io | Churnzero | Django

PROFESSIONAL EXPERIENCE

Hone | Operations & Automation Manager

Jan 2022 – Aug. 2026

- Reported to the Chief Customer Officer and oversaw a team of four in a B2B service to scale learning, responsible for supporting customer onboarding, program implementation, and program management.
- Led internal AI adoption and founded the company's AI Council, bringing teams together around AI use cases, training enablement, communications and rollout, and practical implementation while helping stakeholders turn ideas into execution plans.
- Built and maintained 100+ business automations across customer communications, scheduling, operational handoffs, access management, service delivery, and internal workflows, coordinating requirements and dependencies across connected business systems.
- Designed, built, and trained 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.
- Program managed 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 coordinated an end-to-end operations and invoicing workflow for 150 1:1 coaching engagements, eliminating 11 manual steps per engagement and improving handoffs across the process.
- Led support operations serving learners and administrators at ~1,000 tickets per quarter while maintaining 95% CSAT with an approximately 12% survey response rate.
- 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.
- Redesigned the customer Help Center and built the article knowledge base used for self-service and chatbot responses, strengthening the information architecture behind AI-assisted support.

- Built a Framer application connected to Google Sheets through Google Apps Script and managed membership-class capacity and budget, balancing learner demand, class supply, operational constraints, and cost.
- Provided AI governance guidelines, resources, and tools to support adoption while leading organizational change management efforts, in alignment with SOC2 compliance.
- Collaborated with Engineering to make the Hone app available on Azure/Microsoft Entra and Okta Marketplace, reducing manual setup from the team and increasing customer adoption.

Braindom LLC | Inclusive Leadership Consultant & Facilitator

Jul. 2017 – Present

- Design and facilitate leadership and organizational-development programs across technology, retail, healthcare, financial services, and nonprofit organizations, translating business and people goals into scalable programs and processes.
- Facilitated an 8-month Inclusive Leadership Cohort for Google employees across North America and APAC and coached 100 individuals on feedback, development planning, leadership effectiveness, and career progression.
- Created and facilitated leadership programming for 300+ ERG leaders from organizations including Google, Boeing, BASF, 3M, U.S. Bank, SASE, and NAAAP.
- Directed a four-month global leadership curriculum and video training program supporting 450+ GiANT consultants.

New York Life Insurance and NYLIFE Securities | Registered Representative

Apr. 2018 – 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 – May 2017

- Progressed through multiple management roles, including IKEA FOOD Senior Manager, Administration Manager, Restaurant Production Manager, and Bistro/Swedish Food Market Manager, leading operations, teams, compliance, customer experience, and process improvement.
- As IKEA FOOD Senior Manager, partnered with senior leadership to execute global initiatives across 300+ employees, analyzed P&L and KPIs, and achieved top-3 U.S. sales index, \$4M in sales, #1 U.S. IKEA FOOD customer satisfaction, and top-5 store employee engagement. Oversee ~50 employees within the Food Department.
- Improved departmental sales by 10%+ while achieving top customer satisfaction, improving employee engagement, and developing talent that resulted in three internal promotions.

LEADERSHIP & COMMUNITY

National Association of Asian American Professionals (NAAAP) | President, Los Angeles Chapter; Prior

Leadership Roles

Jun. 2018 – May 2023

- Led volunteer-board development, stakeholder communications, member programming, partnerships, and community initiatives; increased virtual-event attendee show rate from 50% to 60%+ and hosted a cross-company ERG panel with a 70% show rate.

Alhambra Chamber of Commerce | Ambassador President / Ambassador Member

Nov. 2018 – Aug. 2021

- Held the following position: Ambassador President and Ambassador Member
- Led and organized community events to support loc

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