

KHORI WILLIAMS

AI Transformation Lead

PROFESSIONAL SUMMARY

AI-driven program leader with a decade of experience guiding enterprise Agile transformations across cybersecurity, cloud, and SaaS environments. Combines technical fluency in generative-AI systems with hands-on delivery leadership to modernize workflows, improve visibility, and scale innovation. Skilled at translating complex goals into clear execution frameworks that empower cross-functional teams to deliver faster, smarter, and with measurable impact.

EMPLOYMENT HISTORY

AGILE PROGRAM MANAGER / AI INTEGRATION LEAD *OPTUM*

2025 - Present

- Direct Agile delivery across enterprise portfolios, integrating AI-assisted backlog analysis and documentation tools to reduce manual reporting by 30%.
- Lead cross-functional coordination between DevOps, Data, and Cloud teams to align automation goals with OKRs.
- Develop Power BI dashboards powered by GPT-driven insights for executive visibility.
- Foster a culture of innovation through internal AI-training sessions for Scrum Masters and Product Owners.

SCRUM MASTER / CYBERSECURITY PROGRAM MANAGER *MARRIOTT INTERNATIONAL*

2023 - 2025

- Managed 4 cybersecurity teams (Vulnerability, Remediation, Automation, Threat Intelligence).
- Partnered with AI/Cloud engineers to automate analytics and reporting pipelines.
- Enforced WIP limits to improve cycle time by 22% and led quarterly PI Planning events.
- Collaborated with PMO to secure budget allocations via data-backed backlog prioritization.

AGILE TRANSFORMATION LEAD *TOAST, INC.*

2022 - 2023

- Directed 8 Agile teams through a large-scale enterprise transformation initiative.
- Standardized Agile SOPs, metrics, and reporting frameworks company-wide.
- Piloted AI-driven backlog-prioritization tools that improved planning accuracy 15%.
- Championed culture change initiatives to increase cross-team delivery velocity.

SENIOR SCRUM MASTER / AI AUTOMATION COLLABORATOR *MEDICAID (CMCS FEDERAL)*

2017 - 2022

- Facilitated Scrum of Scrums across 3 Agile teams (Web, QA, and DevOps) to deliver modernization initiatives for federal systems.
- Built Jira dashboards for executive OKR tracking, sprint health, and team velocity metrics.
- Strengthened cross-agency communication between product, security, and engineering divisions to align project goals.
- Guided teams through Agile adoption, backlog prioritization, and continuous improvement practices that improved delivery predictability

PROJECT COORDINATOR
MAXIM HEALTHCARE SERVICES

2015 - 2017

- Coordinated statewide vaccine deployment projects, ensuring staffing and supply readiness.
- Managed scheduling logistics and vendor relations for compliance and timeliness.
- Introduced Agile-style daily standups to reduce bottlenecks in field operations.

EDUCATION

B.S. HOSPITALITY MANAGEMENT
Morgan State University

SKILLS

AI Transformation (Experienced), Agile Program Delivery, Automation Strategy, Cloud & Cybersecurity, Stakeholder Alignment, Scrum of Scrums, Data-Driven Decisioning, AI Prompt Engineering, Power BI & Jira Analytics, Team Coaching, Process Optimization, Workflow Automation, Mentorship & Upskilling.

LINKS

LinkedIn: [linkedin.com](https://www.linkedin.com), **AI Portfolio:** www.notion.so.

ADDITIONAL INFORMATION

PROFESSIONAL CERTIFICATIONS

PMP • PSM I • SAFe Agilist • AWS Solutions Architect • Oracle Generative AI • CISM