

# Kari Reynolds

Seattle, WA | [mskariereynolds@gmail.com](mailto:mskariereynolds@gmail.com) | 949-273-9053 | [LinkedIn](#)

Product leader who owns enterprise AI and technology deployments end-to-end — from pre-sale scoping through go-live and adoption — embedded directly with client stakeholders and technical teams. 20+ years spanning product management, digital strategy, and data & AI strategy, with a track record of translating ambiguous business goals into shipped, adopted platforms: CMS/DAM and personalization systems, AI agent workflows, and enterprise data platforms. Builds trust with both C-suite sponsors and hands-on technical teams, and turns field learnings into product and roadmap decisions.

## SKILLS & EXPERTISE

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- Enterprise Deployment Ownership (Contract to Production)
- AI Agent Workflow Design & Implementation
- Product Requirements, Use Cases & Roadmap Input
- Presales Scoping & Solution Definition
- CMS / DAM & Personalization Platform Configuration
- Data & AI Governance and Risk Management
- Executive & Cross-Functional Stakeholder Management
- Change Management, Enablement & Training
- QBRs & Voice-of-Customer Programs
- Go-Live, QA & Adoption Measurement
- Business Case Development & ROI Modeling
- People Leadership & Team Development

## EXPERIENCE

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### Director, Data & AI | HSO | June 2025–Present

*Clients: Mid-market clients across Financial Services, Nonprofit, Manufacturing, and Professional Services*

- **Co-lead HSO's data service line**, owning presales scoping and engagement strategy for enterprise AI and data programs and engaging directly with client C-suite sponsors to shape use case priorities
- **Own AI use case definition and success measurement**: work with clients to define goals and success metrics, tracking performance at the POC level prior to scaling to production
- **Defined requirements and partnered with data scientists to build production AI agents** — including one drafting first-pass RFP responses against a client's services catalog and another flagging contract-risk terms across an NDA repository via Azure AI Search/Copilot — cutting proposal turnaround from days to hours and giving legal teams fast visibility into risk
- Built HSO's AI Advisory and Governance capability from scratch, defining repeatable deployment methodology and service offerings
- Generated \$2M+ in AI and data strategy engagements since June 2025
- Represent HSO at industry conferences and panels, speaking on AI adoption and business value to enterprise audiences

### Senior Principal | Slalom Consulting | July 2017 – June 2025

*Clients: Amazon/AWS, BECU, Bill & Melinda Gates Foundation, Delta Dental, Microsoft/Azure, T-Mobile, Sound Transit, Salesforce, Portland General Electric*

- **Owned the go-live workstream and success measurement** for a multi-use-case AI deployment program at Portland General Electric — personally managed technical delivery teams and partnered with the business through an iterative agile process to define requirements, success criteria, and change impacts
- **Launched an enterprise governance process for product funding, resourcing, and delivery at T-Mobile** spanning 4+ teams across the Product Marketing organization; supported personalization use case development with the product team and built training and education materials that drove change-management adoption
- **Delivered voice-of-customer input and product roadmap recommendations** for a proprietary marketing platform at AWS — led prioritization workshops and backlog management for expansion features
- **Co-led the SharePoint implementation for Sound Transit**, owning data migration and platform configuration and working closely with developers to customize SharePoint to business requirements
- Built Slalom's enterprise AI strategy framework and go-to-market position, adopted across the Seattle market
- Led AI strategy engagements for Salesforce, PGE, and BECU — standing up AI Centers of Excellence and governance frameworks across Product, Operations, Finance, and Technology
- Identified and shaped \$5M in AI strategy engagements (2024–2025)

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- Mentored junior and senior consultants for six years, including career development, performance feedback, and hands-on coaching

## Senior Strategic Planner | Rauxa | 2015–2017

*Clients: Allergan, Amazon, TGI Fridays, Verizon*

- **Acted as product manager for TGI Fridays' to-go ordering app** — led requirements gathering, UI/UX design, and personalization use case development; tracked use case success and scaled the experience
- **Owned end-to-end content strategy for a financial services client**, from persona development and user flows through documentation
- Configured and customized CMS platforms (Sitecore, WordPress, Joomla, Drupal) — building and customizing templates, components, and functional design documents
- Ran product demos for CMS enhancements and platform deployments with client stakeholders

## Digital Strategist | The Buddy Group, Digital Marketing Agency | 2013–2015

*Clients: Dell, Epson America, King's Hawaiian, Kodak, National University, Pentel of America, Wells Fargo*

- Built multi-channel digital strategies for Dell, Wells Fargo, and King's Hawaiian, growing engagement and audience reach

## TECHNICAL FLUENCY

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- Azure / Microsoft Fabric / Power Platform / Automate
- Amazon Bedrock
- Microsoft Fabric Foundry / Copilot Studio
- ChatGPT Enterprise / Google Gemini
- Anthropic Claude / Code / Cowork
- AI Agent Frameworks and Orchestration
- CMS Platforms: Sitecore, WordPress, Joomla, Drupal
- NotionAI / Jira / Confluence
- AI-Assisted Development ("Vibe Coding") / Rapid Prototyping
- Snowflake / Databricks

## EDUCATION

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- BA, University of California, Santa Barbara
- Université de Lyon, Intensive Language Program, French

## COMMUNITY

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- Court Appointed Special Advocate (CASA) for Kids, Volunteer, 2019–present
- VOICE Mentor, 2023