

JILLIAN WYSOKI

AI ADOPTION & ENTERPRISE TRANSFORMATION | WORKFLOW REDESIGN | CONSULTING

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PROFESSIONAL PROFILE

Enterprise technology and transformation professional with recent founding consulting and AI-assisted creative production work, plus six years of UX research, data-driven design, and workstream leadership at USAA and Accenture Federal Services. Experienced in discovering operational friction, translating complex technology into usable workflows, engaging senior stakeholders, developing adoption resources, and evaluating outcomes in regulated environments. Brings hands-on experience with contemporary generative AI tools and a record of leading cross-functional programs from discovery through delivery.

RECENT CONSULTING & APPLIED TECHNOLOGY EXPERIENCE

INDEPENDENT CONSULTING & AI-ASSISTED CREATIVE PRODUCTION | 2024–2026

Indoor Environmental Professional Institute (IEPI) — Founding Learning & Operations Consultant | Oct 2024–Dec 2025

- Worked directly with two founders to develop the operating foundation for a new professional education venture, coordinating business formation and licensing activities, brand identity, website development, and launch preparation.
- Organized and refined professional curriculum, storyboarded and edited course videos, prepared instructional materials for publication, and developed marketing assets to support future enrollment and adoption.
- Managed disparate requirements across operations, compliance-related setup, content production, and web delivery; translated founders' objectives into concrete deliverables and launch-ready resources.

Chico the Mountain Wolf LLC — Freelance Designer & Editorial Consultant | Recent project

- Created AI-assisted visual assets for a children's illustrated book, using source photographs and Adobe Firefly, and refined imagery for coherent storytelling and consistent publication quality.
- Edited manuscript and visual content; developed page layouts in Adobe InDesign and prepared ebook, paperback, and hardcover production workflows for Amazon Kindle Direct Publishing.
- Applied iterative review and quality-control judgment to generative-AI outputs, balancing creative requirements, usable deliverables, and the practical limits of the tools.

ENTERPRISE TRANSFORMATION & DELIVERY

USAA | UX Researcher & Senior Designer (2021–Jun 2023); UX Researcher & Creative Designer, Contract (2019–2021)

Data Literacy — enterprise adoption and enablement initiative

- Led UX discovery and learning experience design for an approximately two-year enterprise Data Literacy initiative, engaging employees across business functions to identify needs, skill gaps, and barriers to using enterprise data effectively.
- Developed role-specific learning paths for approximately six employee personas, incorporating adaptive assessment, shorter interactive formats, and early usability feedback to improve readiness and learning relevance.
- Coordinated work across data and analytics leaders, HR/L&D, senior executive sponsors, accessibility partners, and learning-platform vendors; facilitated workshops, demos, webinars, office hours, and iterative delivery discussions.
- Recruited, led, and mentored a three-person design team while reducing the hiring budget by 11%; managed project planning, dependencies, documentation, Agile ceremonies, and stakeholder communications.

InfoX — enterprise data-sharing workflow

- Led discovery activities including research plans, employee interviews, surveys, workflow investigation, usability testing, and synthesis for an enterprise data-sharing platform.
- Contributed research and design to a cross-functional redesign that reduced the overall team's data-request turnaround from approximately 30–60 days to 4–72 hours; the improvement was a shared team outcome.
- Developed concepts and wireframes, produced short instructional videos to support users, and supervised two UX contractors; communicated findings to stakeholders and leadership.

ACCENTURE FEDERAL SERVICES | Web Developer & Software Test Engineer | 2018–2019

- Developed and tested web applications for federal clients; analyzed system performance, data usage, and work processes to improve workflow efficiency.
- Contributed to software improvements associated with a 17% efficiency increase; created test plans, manual and automated test procedures, defect reports, and Agile delivery documentation.

CAPABILITIES & TECHNOLOGY

Transformation & adoption: stakeholder discovery, workshop facilitation, current/future-state workflows, adoption barriers, enablement plans, change communication, cross-functional program delivery, executive reporting.

Evidence & quality: qualitative and quantitative research, surveys, usability testing, personas, baseline/impact analysis, assessment design, software testing, risk-aware documentation.

AI & delivery tools: ChatGPT, Claude, Microsoft Copilot, Gemini, Adobe Firefly; Python, JavaScript, Java, HTML/CSS, Jupyter; Figma, Miro, Jira, Rally, Adobe Creative Cloud.

EDUCATION & PROFESSIONAL DEVELOPMENT

B.A., Technical Writing — Texas State University | 45 graduate credit hours in Psychology — University of Texas at San Antonio

UX Research Certification — Nielsen Norman Group (2021) | UX Design — General Assembly (2018) | Full-Stack Software Engineering — Codeup (2018)