Vaibhavi Bhatt

AI Enablement & Transformation | Knowledge Management | Learning Design
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PROFESSIONAL SUMMARY

AI enablement and knowledge management lead with 7+ years in enterprise contact centre operations, turning complex processes and technology into plain-language content, training and workflows people actually adopt. Prioritizes AI use cases with governance and human-in-the-loop review, prototypes fast with AI apps, agents and low-code n8n automations, and drives adoption through stakeholder alignment and coaching. Applied Agentic AI certificate, MIT Professional Education.

EXPERIENCE & IMPACT

BMO Blue Rewards (formerly AIR MILES), Toronto | Jan 2019 - Aug 2026

Knowledge Management Lead | Jan 2021 - Aug 2026

- Defined a phased AI maturity roadmap for **knowledge operations**, prioritizing **AI use cases**, setting **governance** and **human-in-the-loop review** for staged, safe adoption.
- Led **AI adoption** in KM with reusable **prompt-template workflows**, cutting drafting time by **17%**.
- Built the **business case** and **content strategy** for a KM modernization initiative projected to save **$100K+**, winning approval by influencing leadership and **50+ cross-functional partners**.
- Redesigned the knowledge base **taxonomy, IA & metadata** from agent research, piloting with **16 frontline agents** before rollout; saved **$22K a year**.
- Earned a **BMO Spotlight Award** for a **content gap analysis** of 1,000+ assets and **agent (user) research** supporting major launches.
- Kept agent-facing content clear and accurate with **Information Mapping** (plain-language writing), **content audits** and **freshness reviews**.

Contact Centre Coach | Jan 2019 - Jan 2021

- Lifted **CSAT 11%** and won **SQM awards** by designing KPI-aligned **blended learning, job aids** and **enablement content**.
- Prepared frontline teams for rapid product releases, closing **knowledge gaps** with **training** and **QA feedback loops** built on live **CSAT data**.
- Led **18 frontline associates** to KPI targets as **interim team lead**, owning complex **escalations**.

Franchise Owner & Program Director
KidzArt & Club Scientific, Mississauga | Oct 2013 - Mar 2020

- Ran **6+ locations** with full **P&L ownership**, managing vendors and instructors.
- Scaled to a self-running operation by 2019 by hiring and coaching instructors and designing a reusable STEAM curriculum.

AI PROTOTYPES & PRACTICE PROJECTS

- **AI App Prototype:** Built TaskIt, an AI meetings-to-tasks app that assigns owners and due dates with **human-in-the-loop** team-lead review, using AI-assisted development (Claude Code, Vercel).
- **Low-Code Automation:** Built a website lead spam checker using multi-step n8n workflows.
- **AI Agents:** Built a customer support agent and a Retell AI voice agent with meta prompting.
- **MCP & Multi-Agent Systems:** Built a custom MCP server and a multi-agent productivity assistant.
- **Personalized AI Workflows:** Built a writing workflow with context engineering, Skills and MCPs.
- **AI Video & Visual Content:** Produced videos without filming, using personal AI voice, image and video clones.

CORE SKILLS

- **Enablement, Change & Communication:** AI adoption & change management, stakeholder alignment, training facilitation, blended learning, LXD, onboarding, job aids, plain-language and executive communication, business cases, coaching, people leadership, analytics (QA, CSAT, web)
- **AI, Process & Knowledge:** AI use-case prioritization, workflow redesign & automation, rapid prototyping & AI-assisted development (vibe coding), human-in-the-loop design, AI governance & guardrails, prompt design, context engineering, RAG, AI agents, knowledge base management, taxonomy & information architecture, content strategy, content gap analysis
- **AI Tools (working familiarity):** Claude (Code, Cowork, Skills, Projects, MCP), ChatGPT, Gemini, MS Copilot, NotebookLM; Codex, Antigravity, Bolt, Lovable, Google AI Studio, GitHub, Vercel, Netlify; n8n, Pinecone, Retell AI, Lyzr; ElevenLabs, HeyGen, Nano Banana
- **Work Tools:** Genesys Cloud & SpeechMiner, SharePoint, Confluence, Jira, Tableau, Excel, Articulate 360, Adobe Creative Cloud, Lucidchart, Figma

EDUCATION & CERTIFICATIONS

Master of Computer Applications - Sardar Patel Institute of Technology, India (Gold Medalist)
Postgraduate Diploma in Web Design - Sheridan College, Canada

CERTIFICATIONS

- **Applied Agentic AI for Organizational Transformation** - MIT Professional Education
- **AI Generalist** - Outskill
- **Learning Experience Design (LXD) Specialization** - Coursera
- **Business Writing** - Information Mapping International
- **UX Information Architecture** - American Graphics Institute (AGI)
- **UX Storytelling** - Nielsen Norman Group (NN/g)
- **Experience Design** - Akendi

PUBLICATIONS & CREATIVE PROJECTS

Author & Designer, *Count with the Hindu Gods* (2023)
Illustrated children's counting book built from research with religious leaders and testing with kids, helping parents introduce their faith accurately and joyfully.
Available as a Kindle eBook on Available on Kindle, Amazon.com, Amazon.ca and Amazon.in.