

VAIBHAVI BHATT

Knowledge & Learning Management | AI-Readiness & Enablement | UX/Information Architecture

Mississauga, ON | 647.403.5791 | vaibhavipathak@yahoo.com | designwithv.ca | [LinkedIn Profile](#)

PROFESSIONAL SUMMARY

Experienced strategist with a Master of Computer Applications and MIT certification in Applied Agentic AI, specializing in KM, IA, and LXD to transform complex information into accessible learning content, coherent taxonomies, and scalable workflows that advance enterprise knowledge ecosystems. Recognized for leading modernization initiatives and developing phased AI maturity roadmaps that integrate RAG, agentic workflows, governance, and human-centered design to strengthen usability, alignment, and decision-making at scale.

EXPERIENCE & IMPACT

Knowledge Management Lead

January 2021 – Present

BMO Blue Rewards (formerly AIR MILES), Toronto

- **Knowledge Repository Ownership:** Oversaw the core knowledge ecosystem used by frontline agents across a large-scale contact center, ensuring accuracy, accessibility, and alignment with operational needs - **BMO Spotlight Award winner**.
- **UX Research & Diagnosis:** Directed interviews, focus groups, surveys and card sorting to diagnose root-cause failure in a legacy SharePoint 2010 knowledge base; audited 3,000+ assets to map structural gaps.
- **Structural Redesign & Validation:** Piloted a full IA overhaul with 16 frontline agents; delivered **\$22K in annual savings**.
- **Stakeholder Alignment & Funding:** Unified 50+ cross-functional partners and secured leadership approval for an enterprise-wide modernization initiative modeled at **\$100K+ in projected savings**.
- **AI-Enablement:** Implemented prompt-template workflows, reducing repetitive drafting by 17% and improving input quality.
- **AI Governance & Roadmap:** Built a RAG/Agentic AI target-state architecture, advancing KM modernization into structured governance and workflow design.

Contact Centre Coach

January 2019 – January 2021

BMO Blue Rewards (formerly AIR MILES), Toronto

- **LXD-Driven Enablement:** Designed KPI-aligned, blended learning programs grounded in adult-learning and LXD principles, improving metric accuracy by **11%** and earning multiple SQM awards.
- **Team Leadership & Coaching:** Facilitated skill-building workshops and coached a team of 18 frontline associates, stepping in as interim team lead during manager absences to maintain performance against enterprise KPIs.
- **Data-Informed Continuous Improvement:** Built cross-functional QA loops using live CSAT and performance analytics, partnering with training and product teams to keep learning collateral current through rapid releases.

Franchise Owner & STEAM Education Program Director

October 2013 – March 2020

KidzArt & Club Scientific, Mississauga

- **Program & Curriculum Design:** Created age-appropriate STEAM learning programs across multiple regional hubs.
- **Operational Leadership:** Managed full P&L scaled operations across **6+ locations**, coordinating vendors and instructors to maintain consistent program quality and customer experience.
- **Team Development:** Recruited and coached instructors, delegating day-to-day operations by 2019 while transitioning back into corporate leadership.

CORE SKILLS

- **UX & IA:** User research, card sorting & tree testing, taxonomy & metadata modeling, content audits, workflow mapping.
- **AI Readiness, Governance & Enablement:** RAG design, agentic AI design, NIST CSF 2.0, PIPEDA, Quebec Law 25, role-based access control, AI risk assessment, responsible AI principles, AI maturity models, AI policy enablement, AI adoption, behavioural change, human-in-the-loop workflow design, prompt pattern libraries.
- **Leadership & Management:** Stakeholder alignment, executive communication, team coaching, P&L ownership, content governance & lifecycle management.

EDUCATION & CERTIFICATIONS

Master of Computer Applications - Sardar Patel Institute of Technology, India (University Gold Medalist)

Postgraduate Diploma in Web Design - Sheridan College, Canada

Certifications: Applied Agentic AI for Organizational Transformation (MIT), LXD (Coursera), Business Writing (Information Mapping), Information Architecture (AGI), UX Storytelling (NNG), Certified Experience Designer (Akendi)