

JAMES DICKSON, PMP

AI Enablement & Adoption Leader

St. Charles, IL (remote or hybrid) · Dual US / Canada Citizen · (630) 387-9153 · hello@jamesadickson.com
james-dickson-ops.com · linkedin.com/in/james-dickson-pmp

SUMMARY

I turn what actually happens into rules other people can run when there is nobody around to ask. 10+ years across technology operations, digital transformation and AI adoption, from a deep learning detection system on locomotives to generative AI on Cisco's banking, healthcare, and government accounts. In every case the job is the same: learn the technical material, work out how it fails, and write the decision rules plainly enough that a non-specialist gets it right without me in the room. If I cannot explain it simply I do not understand it well enough, because people do not adopt what they cannot understand.

PROOF

- **Doubled platform adoption.** At Wi-Tronix, customers I trained used the platform about twice as much, a directly measured result.
- **Applied AI, not theory.** Taught my Cisco team to use generative AI on live customer work across the full Webex customer base, and built the audit habit that went with it, so checking the output became part of the job rather than an extra step.
- **I build with AI.** Built a commercial analytics product for a digital health client, using ChatGPT and Claude with no prior dashboard experience.
- **Field-taught, then formally trained.** Generative AI specializations at Vanderbilt, Wharton and IBM, PMI's AI suite, and formal instructional design. PMP certified.
- **Trusted where errors cost the most.** Rail operations, safety-critical IoT, and Cisco's banks, hospitals, and government accounts.

CORE FOCUS

AI Adoption & Enablement · Training Program Design & Coaching · AI Champion Networks · Change Management · Adoption Metrics · Prompting & Responsible AI · Plain-Language AI Advocacy · Program Leadership (PMP)

SKILLS & TECHNOLOGY

AI & GenAI. Claude and ChatGPT on real work daily · custom GPTs and AI assistants · prompt engineering · agentic AI · retrieval-augmented generation (RAG) · auditing and evaluating AI output · responsible AI.

Program & change. Program governance · charters, roadmaps and KPIs · adoption metrics · executive and board reporting · stakeholder management · facilitation · Six Sigma process engineering · instructional design and training curricula · AI champion networks.

Platforms & tools. Salesforce · ServiceNow · Jira · Confluence · Smartsheet · Miro · Notion · Tableau · Power BI · Snagit · SharePoint (document libraries, permissions and site governance) · Webex (Meetings, App, UCM calling, Contact Center, devices) · Microsoft 365 (Excel modeling, PowerPoint, Teams) · Google Cloud fundamentals.

Credentials. PMP · Six Sigma Green Belt · Webex Associate Ambassador, Adoption Advocate (Cisco) · Data Science and Data Literacy Green Belts (Cisco).

Regulated domains. Banking and financial services · SaaS · healthcare · government and military · rail and safety-critical IoT. Environments where being wrong has a cost.

PROFESSIONAL EXPERIENCE

AI Enablement & Adoption Consultant | Independent Practice · Remote

Aug 2025 – Present

- **Advisory work.** Advised on training design and process documentation. Recently consulted with a SaaS firm on strategies for encouraging customers to take regular updates.
- **Built and shipped with AI.** A commercial analytics product for a digital health client, with no prior dashboard experience: used ChatGPT to learn the domain and handle the build, then Claude to sharpen the model. The same learn-with-AI loop I teach organizations to run.
- **Built the tools I teach with.** “Turning Skeptics into Champions,” my playbook for turning resistant teams into AI adopters. “You Are Smarter Than AI,” a plain-language AI literacy session I built and deliver. And a free browser tool that finds what needs verifying in AI-written work, built so you need it less the longer you use it.

Business Operations Manager, then Leader, Business Operations | Cisco Systems · Remote Oct 2020 – Jul 2025

- **Owned the release cycle.** Process owner and final approval authority for release governance across Cisco's Collaboration portfolio: Webex Meetings, App, UCM calling, Contact Center, and devices.
- **AI on live customer work.** Trained my India-based delivery team to use generative AI for customer communications: drafting correct responses, auditing every AI output before it reached a customer, and prompting AI to surface the questions they did not know to ask.
- **Scale inside regulation.** Ran 120 to 140 enterprise platform migrations per month for banks, hospitals, government, and military accounts, within controlled windows. Sites sometimes said they were ready when they weren't, and the checkpoints caught it every time before it became an outage.
- **Owned the irreversible step.** My department owned account cancellation in the on-premise to cloud Contact Center migrations. I wrote the procedure and ran the cancellations myself.
- **Turned a backlog around.** Inherited an 800+ ticket backlog; redesigned the process and trained a four-person remote team across a 10-hour time-zone gap. Backlog fell to a rolling 12 to 30 within three months and stayed there.
- **Built the decision system five streams ran on.** Started it in my first weeks on the team and was promoted on the back of it. I owned the streams, so the rules were mine to write, and other Cisco teams followed them when their work touched mine. Every decision we could anticipate, organized in SharePoint: cancellations, provisioning, the Webex Suite Meeting Platform migration, Contact Center and software releases. Screening rules, procedures, how to approach a customer, calendars, account information and the links that went with them, partitioned so each role worked from its own document and anyone needing a rule had it in seconds. Built ahead of a planned eight-week absence; the quarterly update ran while I was out, without issue. My manager showed it to her peers, and other managers asked for access so they could copy the framework for their own teams.
- **Two signatures on every exception.** Release-pause exceptions were logged in a shared register that the team manager and the ticket owner each had to countersign before it stood, so no extension was granted on one person's say-so and the whole list could be audited at a glance.
- **Made adoption auditable.** Ran my team's documentation in SharePoint with a read-confirmation loop attached: anyone changing a document, my manager included, posted a short summary of the change in a Webex space created for that purpose, and the team acknowledged there once they had read it. Adoption stopped being something I hoped for and became something I could audit.

Customer Support Manager / Senior Customer Support Manager | Wi-Tronix

Oct 2010 – May 2020

- **Adoption across the fleet.** Drove adoption of a rail IoT platform (1,000+ onboard systems) across freight and passenger fleets. Customers who completed my training used it about twice as much, a directly measured adoption lift.
- **Working in AI since April 2016.** Rail domain expert on a deployed machine learning system monitoring locomotive cab cameras.
- **Built the training function from scratch.** 80+ documents, weekly webinars, and scenario-based programs, where there had been none.
- **Owned the customer agreement.** Took over contract review and the software maintenance agreement for a national passenger rail account after outside counsel came off it, and negotiated its ambiguous definition of an urgent incident into a measurable standard, with response clocks and financial penalties attached.
- **Enablement as an expansion lever.** Repeatedly called into skeptical accounts to drive adoption and expansion; customers bought more once I taught them to actually use the platform. US, Canada, and Mexico, floor techs to C-suite, including a session delivered through an interpreter in Guadalajara.

Locomotive Engineer, then Acting Trainmaster | Canadian National Railway

- **The operator's chair.** Locomotive engineer, then acting trainmaster. The operator's-eye credibility behind everything above, and the reason resistant rooms believe me.

CERTIFICATIONS & PROFESSIONAL TRAINING

AI & Generative AI: Generative AI Software Engineering (Vanderbilt, 2026), including Prompt Engineering and Claude Code with GenAI Agents · AI for Business (Wharton, 2025) · Generative AI for Executives (IBM, 2025) · AI in Project Management suite (PMI), 2024–2025.

Instructional Design: Foundations & Applications (University of Illinois, 2025).

Professional: Project Management Professional (PMP), PMI (2022) · Six Sigma Green Belt (University of Illinois).

EDUCATION

B.S., Business Management. Western Governors University.