

Evan D. Williams

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Targeted: AI & Automation Operations Leader | Business & Digital Transformation Leader

Transformation leader with 10+ years leading operating model redesign, governance modernization, automation, and enterprise performance improvement across highly regulated environments. Convert complex operational challenges into scalable systems that improve productivity, strengthen controls, accelerate decision-making, and create measurable business value.

"I bridge operations, governance, technology, and execution to turn complexity into enterprise-scale performance."

Leadership Impact Brief

- **Enterprise Value & Operating Model Design:** Consolidated 18 enterprise applications, 108 tools, 7 programs, 54 controls, and 18,000 users across 3 lines of business into a single operating model; architected IAM automation scaled to 100,000+ users enterprise-wide, generating \$15M+ in documented operational savings productivity gains.
- **AI, Automation & Digital Transformation:** Directed strategy across 16 lines of business; evaluated 200+ ML use cases; drove generative AI adoption from 11% to 46% (+35 pts); expanded data security coverage from <500 to 1.6M+ files while cutting control execution time by 85%.
- **Governance, Risk & Controls Architecture:** Owned 54 technology controls and 18 enterprise applications; established the Data Confidentiality Center of Excellence and first formal Application Ownership framework and Center of Excellence, eliminating fragmented oversight across regulated environments supporting up to 18,000 users.
- **Program Leadership & Operations Optimization:** Built and scaled six enterprise programs across Access Administration, Access Recertification, Unstructured Data Security, Robotics, Application Ownership, and Innovation & Automation, converting reactive manual operations into structured, repeatable systems with measurable output gains across fintech, banking, and healthcare.
- **Cross-Functional Leadership & Executive Influence:** Unified business, technology, risk, compliance, and operations stakeholders around executable automation and governance strategies; built KPI frameworks and dashboards enabling real-time executive visibility into control performance and operational outcomes.
- **Global Team Leadership:** Led a 40-person distributed team across 6 locations; promoted 6 employees (15%); maintained 100% output stability; delivered ~\$300K in strategic capacity savings, scaling people and programs without proportional headcount growth.

Professional Experience

Founder & Principal | Obsidian North, LLC | Columbus, OH | 8/2025 – Present

- **End-to-End Transformation:** Lead transformation initiatives across strategic, managerial, technology, and operational risk domains, delivering structured modernization through operating model design, process optimization, automation, and governance frameworks across various medical practices to a supplement's startup company.
- **Healthcare Advisory:** Advise private physician practices through full lifecycle transformation (discovery, advisory, implementation), redesigning workflows and enabling technology to eliminate 18+ hours of resources per week (~\$90K savings annually), reduce rework, improve patient experience, and strengthen HIPAA compliance.
- **Operational Framework:** Developed framework that applies a structured engagement methodology, moving from discovery and advisory through roadmap design, implementation, adoption, governance, and ongoing optimization, converting operational complexity into scalable systems that improve execution, throughput, and long-term control.
- **Startup Infrastructure & Scalable Growth:** Design and implement foundational IT infrastructure for early-stage startups, leveraging cloud-based platforms and low-code solutions (PowerApps, n8n, AppSheet) to enable scalable collaboration and workflow automation.
- **Strategic Business Transformation:** Strategized and operationally improved a 7-person startup across technical architecture, business planning, investor materials, and GTM strategy contributing to a \$2.3M valuation.
- **Decision-Support Platform:** Developed internal platform enabling leadership to evaluate software solutions through structured comparison of cost, functionality, licensing, and scalability, improving speed, consistency, and quality of technology selection.
- **Regulatory & Risk:** Conduct regulatory and risk assessments identifying critical PHI exposure and compliance gaps; design and implement remediation strategies spanning data handling, workflows, and access controls.
- **AI Digital Workflow Transformation:** Transition organizations from manual and email-based processes to structured digital workflows, introducing automation and AI across scheduling, billing visibility, and patient follow-up management.

JPMorgan Chase & Co. (Corporate) | Columbus, OH | 5/2018 – 8/2025

Vice President, Business Operations & Analysis | 1/2022 – 8/2025

- **Identity & Access Modernization:** Architected and scaled access administration and governance frameworks supporting 18,000 users and millions of entitlements; designed and implemented core strategy creating dynamic provisioning capabilities that generated \$15M+ in operational savings and increased productivity.
- **Enterprise Operating Model Transformation:** Led centralization of technology governance across all Fraud lines of business, consolidating ownership of 18 enterprise applications, 108 citizen tools, 7 governance programs, 20+ controls, and 18,000 users under a unified operating model.
- **AI, Innovation & Automation Leadership:** Directed enterprise AI and automation initiatives across all Fraud lines of business, increasing stakeholder adoption from 11% to 46%, evaluating 200+ automation opportunities, and delivering operational efficiencies through practical AI implementation.
- **Governance & Control Architecture:** Established enterprise governance standards spanning 18 applications, 270 RBAC profiles, and 54 technology controls, strengthening accountability, risk management, resiliency planning, and access oversight.
- **Strategic Initiative Ownership:** Led multiple large-scale initiatives translating new operating models, automation solutions, and governance frameworks into executable change across business, technology, risk, and operations.
- **Organizational Leadership & Talent Development:** Built and led multidisciplinary teams of up to 40 employees across six global locations; promoted six employees, created specialized development pathways, and optimized capacity to generate approximately \$300K in annual savings.
- **Emerging Technology Strategy:** Spearheaded adoption and governance of enterprise automation platforms including PowerApps and Power Automate, proactively positioning the organization for Microsoft's transition away from legacy workflow technologies.

Senior Business Analyst | 5/2018 – 1/2022

- **Data Risk Governance & User Access Transformation:** Built enterprise governance and data confidentiality programs from inception, supporting 10,000+ users and resolving a multi-year audit issue through expansion of sensitive-data monitoring from fewer than 500 to more than 1.6M unstructured data files.
- **Automation Innovation:** Pioneered Alteryx and PowerShell automation to detect, secure, relocate, and remove sensitive customer data; reduced quarterly control execution time by 85% and earned Champion of Chase for Innovation and Automation.
- **Access Governance Development:** Established centralized role-based access control (RBAC) profile governance supporting 10,000+ users and 250+ role profiles, standardizing entitlement accuracy and reducing access risk across three lines of business.
- **Control Design & Risk Mitigation:** Designed access recertification controls for shared environments and enterprise applications, introducing business-justification requirements to close access control gaps.
- **Application and Citizen Tool Governance:** Authored the first formal application ownership governance framework and centralized oversight of 108 citizen-developed tools, defining accountability for risk, resiliency, retention, access, and citizen-developed technology controls.
- **Executive Reporting & KPI Development:** Built 60+ KPIs across three cross-functional lines of business, translating complex access, data risk, and control activity into leadership-ready performance reporting.
- **Change Management & Stakeholder Adoption:** Supported adoption of new governance frameworks, automation solutions, and control processes across three lines of business, aligning stakeholders around standardized processes and execution.

Fifth Third Bank | Columbus, OH | 4/2013 – 5/2018

Financial Center Manager | 1/2018 – 5/2018

- **Branch Operations Leadership:** Managed full branch operations for a 10-member team; executed transition from transaction-focused to relationship-based engagement model, improving cross-sell effectiveness and long-term customer value.
- **Sales Performance:** Drove 15% improvement in sales and referral performance through enhanced coaching and accountability routines; optimized staffing to align with demand while sustaining compliance standards and employee engagement.

Assistant Center Manager | 2/2017 – 1/2018

- **High-Volume Operations:** Directed operations of the largest Central Ohio branch, processing 10,000+ monthly transactions and 35+ new accounts/month; redesigned account opening process controls, improving execution by ~60% and cutting business account opening time by ~20%.
- **Technology Rollout:** Led market rollout of branch imaging software across 10 locations (30–40+ employees), standardizing document management; partnered with Risk Area Manager on audits, controls, and regulatory adherence.

Personal Banker I & II | 4/2013 – 2/2017

- **Portfolio Management:** Managed a portfolio of 750 consumer and small business clients. Awarded Personal Banker Circle of Excellence (2015) and Regional Banker of the Year (2016).
- **Mentorship Program:** Designed and led a peer mentorship program (5–20 participants) focused on sales effectiveness and customer experience; improved onboarding efficiency and scalable growth.

Additional Experience

Infrastructure Team Lead | Genuine Parts Company (NAPA Auto Parts) | Columbus, OH

- Drove operational transformation across 60+ U.S. distribution centers, reduced process steps by up to 40% and identified 10-15% workforce reduction opportunities through end-to-end process mapping and time-motion analysis.

IT Support & Infrastructure Technician | Ohio State University | Columbus, OH

Core Competencies

Business Transformation • Operating Model Design • AI & Automation Enablement • Process Optimization • Risk & Control Frameworks • Governance & Compliance • KPI Development & Performance Analytics • Change Management • Executive Leadership • Program Governance • Structured Modernization • Scalable Growth Strategy

Applications & Platforms

Power BI • Power Automate • Power Apps • Microsoft Copilot • OpenAI • Perplexity • Google AppSheet • Alteryx • SharePoint • Active Directory • Azure AD • UiPath • Tableau • n8n • GitHub • Figma • PowerShell • Python

Education

B.S., Applied Management | Minor: Communications | Ohio University | Columbus, OH

AI for Business | University of Pennsylvania

Change Leadership: Delivering Project Results | JPMorgan Chase & Co.