



Paula A. Perreira

AI Adoption and Enterprise Technology Program Leader

Specialty Focus: AI Program Management | Change Management and User Adoption | Workforce Enablement and Service Readiness

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PMP · PMI-ACP · CSPO · CSM · ITIL4

PROFESSIONAL SUMMARY

25+ years leading enterprise technology programs and projects, with recent focus on AI adoption, workforce enablement, digital accessibility, and service readiness. Turn complex technology change into adoption people actually use. Build AI enablement programs, resource hubs, and governance aligned structures, then coordinate business, IT, security, vendors, and leadership to move them forward. Strengths in change management, user adoption, service readiness, customer service, process improvement, and stakeholder support. Led large, cross functional enterprise initiatives across Fortune 500, government, information technology services, hardware, telecommunications, healthcare services, insurance, financial services, and banking.

SELECTED HIGHLIGHTS

- AI program built from the ground up: stood up AI workforce adoption content and AI Center of Excellence support, including a resource hub, quick guides, prompt and use case libraries, and role based enablement.
- Service readiness and customer service: earned the CIO MVP Award for service desk training and support readiness.

CORE COMPETENCIES

AI Enablement and Adoption: AI workforce adoption, AI Center of Excellence support, ChatGPT Enterprise, Gemini Enterprise, Microsoft Copilot, Copilot Studio, prompt and use case libraries, AI quick guides, AI champions, chatbot enablement

Program and Change Delivery: Program and project management, organizational change management, workforce readiness, governance alignment, vendor and stakeholder management, executive reporting, phased rollout

Customer Service and Process Improvement: Service desk readiness and transition, customer service continuity, knowledge resources and training, process improvement, organizational change management, user adoption, stakeholder support, and clear communication

Methods and Frameworks: Agile, Scrum, Kanban, Waterfall, Hybrid, SDLC, ITIL, risk and RAID management, work breakdown structures, milestone scheduling, budget and procurement support

Tools and Platforms: Artificial intelligence (AI), PeopleSoft, ServiceNow, ChatGPT Enterprise, Microsoft Copilot, Copilot Studio, GitHub Copilot, Google Gemini Enterprise, Perplexity, Claude, AWS SageMaker, Box AI, Power Platform, Salesforce, MuleSoft, Microsoft Azure, Azure Active Directory, Adobe Experience Manager Guides, SharePoint, Microsoft 365, Jira, Confluence, Smartsheet, Tableau

Digital Accessibility and Enablement: WCAG aligned digital accessibility, accessibility compliance tooling, resource hub design, service desk enablement



PROFESSIONAL EXPERIENCE

PAPCOM, L.L.C. | Independent Technology Consulting Practice

2003 to present

Provide enterprise program, project, and process-improvement management and consulting through W-2, C2C, and 1099 engagements.

Senior IT Project Manager, Enterprise Technology Delivery, PMO

Texas Department of Transportation (TxDOT) | 2023 to August 2026

Consulting engagement through NEOS Consulting

- Served as the AI project manager within the Information Technology Division Project Management Office, coordinating workstreams, owners, blockers, reporting, and governance across training, change management, communications, AI and machine learning tools, security, data management, architecture, application delivery, and licensing.
- Built AI Center of Excellence adoption content, including the SharePoint resource hub, role based learning paths, practical quick guides, prompt support, use case intake, and a glossary supporting AI use in daily work.
- Created AI quick guides across Microsoft Copilot, Google Gemini, ChatGPT Enterprise, Perplexity, Claude, Manus, Grok, Copilot Studio, GitHub Copilot, AWS SageMaker, Power Platform, and Box AI.
- Built a chatbot using Microsoft Copilot Studio so employees could get answers directly inside the AI Center of Excellence resource hub.
- Supported enterprise AI tool adoption across ChatGPT Enterprise, Google Gemini Enterprise, Microsoft Copilot, and Copilot Studio, and drove delivery readiness for Adobe Experience Manager Guides and the service desk transition through training, knowledge resources, user acceptance testing coordination, and phased rollout.
- Originated an internal digital records and tracking application concept that advanced into development at the agency with Chief Information Officer level visibility.
- Built a digital accessibility compliance tool, a graphical interface that helped teams produce compliant documents and simplified a manual process.
- Earned the CIO MVP Award for service desk training and support readiness.

SELECTED ENTERPRISE DELIVERY EXPERIENCE

Senior IT Project Manager, IT Program Manager

2020 to 2023

Texas Department of Family and Protective Services

- Built and managed Salesforce cloud delivery environments across development, integration, and user acceptance testing, integrated with MuleSoft and Azure, and built a Scrum support model for builds, enhancements, defects, and support.
- Ran a \$9.9 million federally funded Family First Prevention Services Act program and integrated the state child welfare system with the national electronic interstate compact system for secure interstate placement data exchange.
- Delivered a customized Salesforce application that tracked caregiver training, connected to the child welfare system and the learning platform with secure Azure authentication, and standardized delivery through risk, work breakdown, schedule, and project office process support.

IT Program Manager, IT Project Manager

2005 to 2019

Nationwide Mutual Insurance Company

Contractor 2005 to 2015, employee 2016 to 2019.

- Led a portfolio of enterprise IT projects across insurance and financial services representing more than \$300 million in cumulative project budgets over tenure, directing teams of 10 to 250.
- Led merger and acquisition integration programs spanning network, authentication, domain migration, Microsoft 365, Salesforce, human resources systems, ServiceNow, data migration, telecom, and



operational support transition.

- Led Windows and Internet Explorer testing, remediation, and deployment across approximately 43,000 assets, 41,000 users, and 32 departments, averaging about 8,000 asset deployments per month.

EARLIER CAREER

- Telecom Project Manager: NextLink, XO Communications, and ETI/Frontier/Global Crossing
- Business Operations Manager: Grubb and Ellis | Adena Realty Advisors
- Regional Carrier Operations Manager, promoted from Senior Project Manager: CoreComm
- Licensed Child Welfare Clinical Case Manager: South Community Children and Youth Services and Directions for Youth

EDUCATION

Master of Business Administration, Information Systems Management

Keller Graduate School of Management

Master of Project Management, PMI curriculum

Keller Graduate School of Management

Post Graduate Program, Artificial Intelligence for Leaders

The University of Texas at Austin

Bachelor of Technical Management

DeVry University

Associate of Applied Science, Mental Health Technology

Sinclair College

CERTIFICATIONS

- Project Management Professional (PMP), PMI, credential 493138
- PMI Agile Certified Practitioner (PMI-ACP), PMI, credential 3455840
- PMI Certified Professional in Managing AI (PMI-CPMAI), expected completion 08/14/2026
- Certified Scrum Product Owner (CSPO), Scrum Alliance, credential 944420
- Certified ScrumMaster (CSM), Scrum Alliance, credential 944420
- ITIL4 Foundation, PeopleCert, credential GR671097031PP
- Crucial Conversations Mastery, course curriculum

AI PRODUCT AND WEBSITE PORTFOLIO

Independent builds: PromptPilot (AI prompt support and reuse), VibeScout (restaurant locator site), TimePilot (time and productivity workflow), SparkAI Registry (AI use case registry prototype), AI PM Weekly (AI project management publication), and PM Practice Exams (exam practice site).