

JOANNE GIANG

AI ENABLEMENT • AI ADOPTION • WORKFLOW AUTOMATION

Los Angeles, CA | <https://www.linkedin.com/in/joannegiang/>

PROFESSIONAL SUMMARY

AI enablement and operations leader with 15+ years of experience improving how teams work and helping people adopt new ways of working. At Hone, led internal AI adoption, founded the AI Council, and built 100+ automations across customer and internal operations. Hands-on operator who partners with teams to understand where work gets stuck, identify practical AI and automation opportunities, build and test solutions, and turn them into repeatable workflows with measurable business value.

CORE SKILLS

AI Adoption & Enablement | AI Program Management | AI Council & Cross-Functional Enablement | Generative AI | Workflow Automation | Business Process Design | Change Management | Training & Facilitation | AI Knowledge Systems | Human-in-the-Loop AI | No-Code/Low-Code Implementation | Cross-Functional Leadership | Process Improvement | Operational Scalability

TOOLS & PLATFORMS

Claude | ChatGPT | Zapier | Google Apps Script | Google Workspace | Zendesk | Slack | Confluence | Framer | Asana | Salesforce | Monday.com | Customer.io | ChurnZero

PROFESSIONAL EXPERIENCE

Hone | Operations & Automation Manager

Jan 2022 – Aug. 2026

- Led internal AI adoption and founded Hone's AI Council, creating a cross-functional forum for use-case discovery, practical training, shared learning, and moving promising AI ideas into everyday workflows.
- Built and maintained 100+ automations across customer communications, scheduling, service delivery, access management, operational handoffs, and internal workflows, connecting systems and removing repetitive manual work.
- Built Harry, an internal AI-powered Operations knowledge assistant connected to Confluence and Slack, making operational guidance easier for employees to find and use in day-to-day work.
- Designed an end-to-end workflow for 150 1:1 coaching engagements, collaborating across Customer, Learning & Development, Coach Community, and Product/Engineering to eliminate 11 manual steps and improve handoffs from service delivery through invoicing. Used Google Scripts and Zapier to save 3-5 hours per engagement per team per engagement.
- Created reusable AI tools and templates, including automated customer business-review decks and a company-branded presentation skill, giving Sales, Customer, and Marketing teams self-service ways to work with AI. This saved our Marketing Designer 1-2 hours per week from creating presentation slide decks for teams with our company branding.
- Partnered directly with teams to understand how work was being done, identify friction and repetitive tasks, and translate business needs into practical AI, automation, or process solutions.
- Took a human-in-the-loop AI support workflow from operational problem through implementation, using ticket context and historical cases to generate internal notes and save approximately 2–5 minutes per ticket across ~1,000 quarterly requests.
- Redesigned the customer Help Center and knowledge architecture used for self-service and chatbot responses, strengthening the information foundation behind AI-assisted support.
- Built a Framer application connected to Google Sheets through Google Apps Script and managed membership-class capacity and budget, balancing learner demand, class supply, operational constraints, and cost.

- Led support operations serving learners and administrators at ~1,000 tickets per quarter while maintaining 95% CSAT.

Braindom LLC | Inclusive Leadership Consultant & Facilitator

Jul. 2017 – Present

- Design and facilitate leadership and organizational-development programs across technology, retail, healthcare, financial services, and nonprofit organizations, translating business and people goals into scalable programs and ways of working.
- Facilitated an 8-month Inclusive Leadership Cohort for Google employees across North America and APAC and coached 100 individuals on feedback, development planning, leadership effectiveness, and career progression.
- Created and facilitated leadership programming for 300+ ERG leaders from organizations including Google, Boeing, BASF, 3M, U.S. Bank, SASE, and NAAAP; directed a four-month global curriculum supporting 450+ GiANT consultants.

New York Life Insurance and NYLIFE Securities | Registered Representative

Apr. 2018 – Oct. 2020

- Advised small and midsize businesses on business solutions and employee benefits and partnered with multicultural market leaders on client, community, marketing, and sales initiatives.

IKEA | Progressive Operations & People Leadership Roles

Apr. 2009 – May 2017

- Progressed through multiple operations and people-leadership roles, ultimately overseeing ~100 employees within IKEA FOOD and partnering across a broader 300+ employee store organization.
- Managed operations spanning people, customer experience, compliance, financial performance, capacity, and process improvement; achieved top-three U.S. sales index, \$4M in sales, #1 U.S. IKEA FOOD customer satisfaction, and top-five store employee engagement.
- Improved departmental sales by 10%+ while improving customer satisfaction and employee engagement and developing talent that resulted in three internal promotions.

LEADERSHIP & COMMUNITY

National Association of Asian American Professionals (NAAAP) | President, Los Angeles Chapter; Prior

Leadership Roles

Jun. 2018 – Present

- Led volunteer-board development, stakeholder communications, programming, partnerships, and community initiatives, including cross-company leadership programs and events.

Alhambra Chamber of Commerce | Ambassador President / Ambassador Member

Nov. 2018 – Aug. 2021

- Led and organized community initiatives and events supporting local businesses and community engagement.

EDUCATION & CERTIFICATIONS

California State Polytechnic University, Pomona — B.S., Business Administration: Management and Human Resources

Cornell University — Diversity and Inclusion

GiANT Certifications — 100x Leader, GiANT Coach, Digital Age Leader, 5 Voices