Blair Walker

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EXECUTIVE SUMMARY

Results-driven MBA candidate with 7+ years of progressive experience in digital transformation and operational excellence within healthcare. Demonstrated expertise in leading cross-functional teams, implementing enterprise-wide technology solutions, and driving organizational change through data-driven strategies. Proven track record of translating business requirements into actionable solutions, managing complex stakeholder relationships, and delivering measurable improvements in operational efficiency. Recently expanded experience into enterprise AI transformation at IBM, supporting hypothesis-driven discovery, executive recommendations, and strategic technology initiatives focused on business growth.

EDUCATION

RICE UNIVERSITY, JONES GRADUATE SCHOOL OF BUSINESS — **HOUSTON, TX**
Master of Business Administration (MBA) — May 2027
First Year Rep - Student Association, Consulting Association, Business Management Association

UNIVERSITY OF NORTH TEXAS — **DENTON, TX**
Bachelor of Business Administration (BBA), Organizational Behavior & Human Resources Management — Aug 2020
Dean's List, SHRM, Woman of Gold

EXPERIENCE

IBM — **Armonk, NY**
AI Transformation Strategy - HR Intern — Summer 2026

- Designed and executed an AI pilot simulation demonstrating a 12% lift in pipeline quota attainment and identifying $68M in annual revenue opportunity.
- Designed four AI agents for sales and workforce operations using Microsoft Copilot and IBM watsonx Orchestrate; evaluated capabilities across Microsoft, IBM, and Valence platforms.
- Led hypothesis-driven discovery for an enterprise AI transformation initiative, interviewing 20+ sales leaders and sellers to identify high-value opportunities to improve management effectiveness, pipeline velocity, and revenue growth.
- Developed business cases, prioritized use cases, roadmaps, and implementation plans by translating stakeholder insights and data into AI transformation recommendations and future-state operating models.
- Partnered across Sales, HR, and AI organizations to evaluate solution feasibility, align business objectives, and present strategic recommendations to senior leadership, including a Chief executive sponsor.

LEGACY COMMUNITY HEALTH — **HOUSTON, TX**
HR Shared Services Manager — 2023 - 2025

- Led HR operations and 8 direct reports across recruiting, onboarding, benefits, training, performance, and timekeeping.
- Managed $750K for the employee recognition and rewards platform; led HR systems transformation from business requirements through implementation across 50+ locations.
- Managed cross-functional teams and stakeholder relationships across Clinical, IT, and vendor partners, achieving 55% improvement in process efficiency through technology optimization.
- Tracked HR operations KPIs and service metrics to surface gaps, prioritize improvements, and report on performance.
- Directed change management initiatives for 1800+ employees, ensuring smooth adoption of new digital workflows and systems.

HR Shared Services Lead — 2021- 2023

- Standardized 40+ HR operations procedures across locations to improve service consistency and handoffs.
- Delivered policy guidance and HR communications to clinical and administrative leaders, ensuring compliance and minimizing ambiguity.
- Executed HR data audits and reporting in ExponentHR and the National Practitioner Data Bank to reduce administrative errors and maintain compliance with federal and regulatory standards
- Led stakeholder engagement through clear communication channels, ensuring alignment between business objectives and technical solutions.

Recruiter Specialist — 2021 - 2021

- Leveraged digital platforms and analytics to optimize workforce planning and resource allocation, resulting in 15% improvement in operational efficiency.
- Partnered with leaders to forecast hiring needs, aligning recruitment strategies with workforce planning goals.
- Conducted behavioral screening, reducing time-to-fill and increasing candidate fit.

HR Assistant — 2019 - 2021

- Updated 400+ job descriptions to enhance recruitment and retention.
- Developed and implemented onboarding processes, improving consistency for provider and non-provider staff.
- Supported recruitment communications, expanding pool quality and diversity.

Cancer Prevention Coordinator — 2017 - 2019

- Coordinated patient testing schedules and EMR data accuracy, improving care delivery outcomes.
- Created 300+ provider audit tools, supporting quarterly quality assurance efforts.

Career Interests: AI Strategy & Transformation, Enterprise Strategy, Digital Transformation, Technology Strategy, People & AI Strategy

Certifications: IBM Generative & Agentic AI Foundation; IBM Enterprise Design Thinking Practitioner
Technical Skills: Microsoft Copilot, IBM WatsonX Orchestrate, Excel, Power BI, ServiceNow, Data Analytics & Visualization, Regression & Correlation Analysis, Agentic AI, Generative AI, Large Language Models (LLMs), Retrieval-Augmented Generation (RAG)

Leadership: Managed team of 8 at Legacy Community Health; Rice MBA First-Year Representative; Board Fellow, The Women's Home
Memberships: American College of Healthcare Executives (ACHE); Junior League of Houston