



BIANCA KILLINS

Product Owner / Business Analyst | IT • GRC •
ServiceNow | Responsible AI Track

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I turn AI chaos into clarity and growth. While others scramble over compliance, I design frameworks that actually work, translating NIST AI RMF and the EU AI Act into business-friendly systems that drive adoption and keep governance sustainable.

As an implementation architect with 3+ years leading federal and education sector deployments, I've boosted adoption by 20%+ through smart requirements, enablement, and change management. My track record includes 100% audit success in complex regulatory environments, proving I know how to bridge regulation with real-world execution.

The AI governance wave is here. I build the infrastructure that lets companies navigate regulatory complexity, turn compliance into competitive advantage, and scale AI responsibly without getting crushed by the chaos.

EXPERIENCES

IT Account Group Manager | Sr. Business Analyst



Professional Solutions Delivered, U.S. Department of Veterans Affairs - June 2023 to July 2025

- Designed compliance frameworks and risk assessment protocols for ServiceNow APM implementations, ensuring responsible technology deployment across VA departments.
- Partnered with cross-functional teams to define business requirements, backlog priorities, and adoption KPIs, improving deployment success rates by 20%.
- Provided comprehensive QA oversight, version control, and analytics dashboards to monitor compliance with federal standards and quality benchmarks.
- Developed training workshops and enablement strategies that accelerated system proficiency and stakeholder buy-in during digital transformation initiatives.

LMS Design Consultant

Generation USA - December 2022 to 2024 - Consultant



- Designed instructional frameworks and training content for responsible AI tool adoption across 5+ enterprise departments.
- Built 100+ instructional materials and adoption playbooks using enterprise-grade tools, ensuring Section 508 and WCAG accessibility compliance.
- Delivered scalable microlearning programs that improved technology adoption and workforce readiness by 25%.

ServiceNow System Administrator



TechBridge - September 2022 to May 2023

- Authored comprehensive SOPs and training materials for ServiceNow ITSM implementations, establishing governance standards for system operations.
- Applied instructional design principles to workflow development, improving ITSM adoption rates by 20% and stakeholder confidence.
- Contributed to pilot programs integrating analytics dashboards and agile practices, reducing ticket resolution times by 12%.

Case Manager

Georgia Cyber Academy - November 2018 to February 2023



- Designed and delivered 30+ eLearning modules for regulatory compliance across law enforcement, safety, and emergency management sectors.
- Applied data-driven approaches to improve program completion rates by 35%, supporting organizational scalability goals.
- Developed SOPs and compliance documentation achieving 100% audit success rates across multiple regulatory frameworks.

Educator | Case Manager

Fulton County Schools - August 2014 to November 2018



- Automated compliance tracking systems, ensuring ongoing 100% compliance with district requirements.
- Created LMS and training aids, increasing adoption by 75% and reducing support queries by 95%.
- Developed IT compliance documentation, achieving 100% regulatory adherence and reducing audit gaps by 15%.



SKILLS

AI Governance & Risk Management

- Responsible AI Frameworks (NIST AI RMF, EU AI Act, ISO/IEC AI Standards)
- AI Risk Assessment & Audit
- AI Ethics & Compliance
- Model Transparency & Accountability
- Bias Detection & Mitigation
- Enterprise AI Policy Development
- Responsible AI Training

Product Management & Business Analysis

- Requirements Gathering ★★★★★
- Backlog Prioritization ★★★★★
- Stakeholder Management
- Product Roadmaps
- User Story Development
- Cross-functional Collaboration
- Change Management
- Data-Driven Decision Making
- AI Regulatory Compliance Translation (Federal, Enterprise, Education)

Enterprise Systems & GRC

- ServiceNow Platforms (APM, ITSM, GRC, CMDB)
- Risk & Compliance Documentation
- Digital Transformation
- Regulatory Compliance
- Business Process Optimization
- Microsoft Office Suite
- Agile/Scrum
- Quality Assurance
- Performance Analytics

Training & Enablement

- Instructional Design (Technology Adoption)

- Learning Strategy
- Adult Learning Principles
- LMS Platforms
- Adobe Creative Suite
- Section 508/WCAG Compliance
- Analytics & Reporting
- Stakeholder Enablement
- Change Management Training

EDUCATION

Master's-Public Administration

BARRY UNIVERSITY

Bachelor's-Public Relations

FLORIDA A&M UNIVERSITY

CERTIFICATIONS



ServiceNow: Certified System Administrator (CSA), ServiceNow



Certified Scrum Product Owner (CSPO)



Certified ScrumMaster (CSM)



ITIL4 Foundation



ServiceNow: Micro-Certification - Service Portal



ServiceNow: Micro-Certification - Performance Analytics



ServiceNow: Now Assist Executive Micro Cert



ServiceNow: Micro-Certification - Flow Designer



ServiceNow: Micro-Certification - Agile and Test Management Implementation



PORTFOLIOS

RAISE-Labs Website – Founder & Lead Strategist (Nonprofit Initiative)



Company website showcasing RAISE-Labs, a nonprofit initiative focused on Responsible AI & Education Innovation. Highlights grant readiness, K-12 program development, and leadership in bringing Responsible AI practices into schools and organizations.

Website

<http://www.RAISE-Labs.org>