

BIANCA KILLINS Product Owner / Business Analyst | IT • GRC • ServiceNow | Responsible Al Track





















I turn complexity into clarity and growth. With 8+ years of experience spanning instructional design, technical writing, business analysis, and ServiceNow strategy, I've built systems and frameworks that help teams adopt technology with confidence and compliance.

As an implementation architect, I've led federal and education sector deployments that boosted adoption by 20%+ through smart requirements, training, and change management. My track record includes 30+ eLearning modules, SOP systems that passed 3+ years of state audits, and 100% audit success in complex regulatory environments.

Most recently, I've focused on Responsible AI and GRC, designing toolkits and frameworks that translate NIST AI RMF and the EU Al Act into business-friendly systems. I believe compliance can be a competitive advantage, and that responsible adoption is the key to scaling technology sustainably.



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
- 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 Al 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

techbridge

• Authored comprehensive SOPs and training materials for ServiceNow ITSM implementations, establishing governance standards for system

• 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.
- 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%.



Al Governance & Risk Management

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



SserviceNow: 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 Al practices into schools and organizations.

Website

http://www.RAISE-Labs.org