

Marc Williams, Chief AI Officer

Marc Williams Chief AI Officer candidate · EnRoute Growth Platform Founder and Chief Digital and AI Officer
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PROFILE

Thirty-five years building, shipping, and governing enterprise technology programs. I run the enterprise AI operating model that turns AI mandates into measurable quarters: governance, cadence, board-grade reporting, and audit-grade traceability on every delivery. \$1T in aggregate program budget delivered, fifty-plus production AI use cases shipped under EnRoute AI Labs, and a \$180M China-channel revenue stream protected in ninety days.

SIGNATURE CAREER OUTCOMES

- Operationalized an AI-first enterprise blueprint adopted across ten industries, with 300% improvement in pipeline engagement and 40% gain in sales velocity.
- Launched EnRoute AI Labs and transitioned more than 50 AI use cases from prototype to production under measurable telemetry.
- Stood up Marriott's first DevSecOps Pod and brought solution design through operational readiness in 90 days, protecting \$180M in China-channel revenue under Chinese cross-border data-transfer regulation.
- Application rationalization for AstraZeneca and MedImmune; reduced total cost of ownership by 35% and the application estate by 44% across a \$70M portfolio.
- Strategic direction for Kaiser Permanente Health Foundation; 300+ projects, annual budgets in excess of \$100M.

LEADERSHIP DOMAINS

Generative AI Strategy · Agentic Architecture · AI Governance · Responsible AI · Multi-Model Orchestration · Multi-LLM Fallback · Vector and RAG Pipelines · MLOps and Drift Monitoring · C-Suite Operating Leadership · Executive Reporting Discipline · Enterprise Program Delivery · M&A Integration and Cutover · Vendor and Supply-Chain Governance · Cybersecurity and Zero-Trust · Enterprise AI Platform Strategy · Audit-Grade Lineage · Multi-System Integration

SUPPORTING CLIENT PROJECTS

AstraZeneca · Balis Reinsurance · Bvlgari · Dow Jones · Factiva · GlaxoSmithKline · IndexCo · J&H Marsh McLennan · JP Morgan Chase · Kaiser Permanente · Lockheed Martin · Marriott · MedImmune · Pennsylvania Public School Employees' Retirement System · Putnam Financial Services · Reuters · Ritz Carlton · Sanofi-Aventis · Starwood · TD Bank · W. L. Gore & Associates

RECENT EXPERIENCE

EnRoute Growth Platform · Founder, Chief Digital and AI Officer, VP Transformation and Innovation PMO (January 2025 to Present)

Founded and operate an AI-native growth platform serving healthcare, professional services, SaaS, financial services, education, and home services. Architected the platform's agentic AI fleet, unified CRM, omnichannel messaging, vector-RAG retrieval stack, and zero-trust security re-architecture. Chair the Responsible AI Governance Council and lead the Transformation and Innovation PMO across ten verticals.

- Architected and operate an autonomous 1,000-agent enterprise AI workforce governed under ITIL, SAFe Agile, hybrid Waterfall, Enterprise Change and Release Management, and Responsible AI, with native Jira Service Management and ServiceNow ITSM workflow routing for ticket-of-record traceability across nine cross-functional delivery pods.
- Delivered a federated AI capability gateway combining multi-model architecture (commercial frontier + self-hosted) with industry-standard enterprise integrations, exposed through commercial microservices, REST APIs, webhooks, and Model Context Protocol (MCP) endpoints under zero-trust authentication and federated session governance.
- Architected and operate an enterprise AI revenue-operations transformation across a four-continent multi-market hub network (Americas, Europe, Asia-Pacific, Middle East & Africa) spanning all seventeen stages of the sales-acquisition lifecycle, unifying CRM, outbound automation, conversational intelligence, customer sentiment analysis, reputation monitoring, and executive reporting under one AI orchestration layer; returned 5,300 weekly person-hours to a 135-person Sales Organization. That is nearly a full work week (about 39 hours) per BDR redirected to human-focused customer-success and strategic-account work at the 10,000-daily-prospect first milestone.

EnRoute Family Office · Chief Financial Officer, VP PMO and M&A Professional Services (November 2022 to December 2024)

Owned financial stewardship and operational excellence across a portfolio of strategic initiatives and M&A engagements. Delivered fractional CFO, CIO, CMO, and CTO services to startup and SMB clients alongside the contractual supply-chain ecosystem.

- Managed the contractual supply-chain relationship ecosystem at EnRoute Family Office: 3,500 manufacturers across the full E2E procurement lifecycle (RFI / RFQ / RFP, vendor due diligence, contract negotiation, MSA / SOW / SLA / DPA execution, performance-tier scoring, renewal cadence, exit clauses), 250 cloud providers, 500+ vendor relationships, audit-grade lineage on every paper trail.
- Led pro-forma stabilization, working-capital and liquidity analysis, debt-like reviews, and warranties and indemnities diligence on multiple deals.

EnRoute Global Exchange · Chief Information and Digital Officer (April 2020 to October 2022)

Led digital transformation and IT governance across 20 global solution centers. Practice leader for ServiceNow implementations, data-center build and decommissioning, M&A, and cybersecurity solutions.

- Managed 1 million SKUs, 3,500 manufacturers, and 10,000 brands into a Cloud Marketplace and Master Data Management estate.
- Took over a failed Big 4 engagement as Chief Transformation Architect at Gore Manufacturing.

Pro-Ture Consulting Services · Senior Vice President, Head of Technology Portfolio and Project Delivery (June 1991 to April 2020)

Three decades of practice leadership; aggregate customer program budgets in excess of \$1 trillion. Hospitality and Supply Chain Practice Lead (2017 to 2022). M&A Practice Lead and Senior Management Consultant (prior to 2017).

Education and Professional Development

- Computer and Electrical Engineering, Honors Program · Drexel University, Philadelphia, PA
- Intellectual Property and International Law · LaSalle University (Online)
- Project Management Institute (PMI) · Carnegie Mellon Software Engineering Institute
- FreshBooks Collaborative Accounting Certification · Xero Certified Advisor