

## PROFESSIONAL SUMMARY

Senior AI enablement and transformation leader with 20+ years of enterprise experience in regulated financial services and insurance. Led Microsoft Copilot adoption for 8,568 employees with 80%+ active user retention at six months, one of the largest documented enterprise AI rollouts with retention data in financial services. Builds adoption programs, governance frameworks, and knowledge architecture that produce durable results. Founder, Human Layer Systems LLC. Remote.

**8,568**

employees reached

**80%+**

AI retention at 6mo

**31 pts**

retention improvement

**20+ yrs**

enterprise experience

## EXPERIENCE

### Founder and Principal Consultant, AI Enablement

2026 - Present

Human Layer Systems LLC

- Founded independent AI enablement and knowledge architecture consulting practice. Service model targets individuals, teams, and small businesses ready to use AI practically and responsibly.
- Designed full service model including Clarity Sessions advisory offer, discovery frameworks, prompt libraries, guardrail design, and client delivery assets for repeatable deployment.
- Built and tested AI agent workflow prototypes using local development environments, Streamlit pipeline tools, Python utilities, and Claude Code.

### Principal Communications Associate, Enterprise Strategy

Dec 2025 - May 2026

Capital One (formerly Discover Financial Services) | Remote

- Owned editorial strategy and AI-enabled content pipelines for Technology and Enterprise Operations serving 11,000+ employees during active Discover-Capital One merger integration.
- Achieved 55%+ newsletter open rates during high-stakes merger, exceeding industry benchmark by 20%+ relative lift across 11,000+ employee audience.
- Personally architected AI-assisted content pipelines reducing content delivery time 25% while sustaining message precision across a distributed workforce.
- Partnered with VP to redesign 2026 compliance training on a future-proofed AI-ready content model.

### Lead Documentation Program Manager, Knowledge Architecture

Jan 2023 - Feb 2025

Capital One (formerly Discover Financial Services) | Remote

#### Flagship: Microsoft Copilot Enterprise Rollout

8,568 employees | 80%+ active user retention at 6 months | Full program lifecycle ownership

- Designed and personally executed Microsoft Copilot rollout to 8,568 employees. Owned full lifecycle: workflow readiness assessment, use case prioritization, Champions network, AI literacy curriculum, executive steering, adoption scorecards, and post-launch optimization.
- Authored enterprise AI governance framework from scratch: responsible AI guardrails, data handling standards, model risk controls, human-in-the-loop escalation paths, and lifecycle governance.
- Architected stateless, metadata-driven documentation platform improving content discoverability 30% through structured information architecture and taxonomy frameworks.
- Managed M&A integration documentation and cross-system integration pathways across concurrent workstreams spanning Compliance, Technology, Operations, and Business.

### Technical Writer and Intermediate Trainer / Program Manager

Apr 2018 - Dec 2020

Tata Consultancy Services | Remote

- Served as program manager for L&D project deliverables. Brought 63 documentation projects to conclusion early or on time.
- Led end-to-end change management rollout for MS Teams implementation to 1,500 users: change strategy, FAQ, user stories, SOPs, and four companywide communications.
- Designed and delivered ILT and VLT across 38 teams, 367 participants. Achieved 98.2% pass rate.
- Designed Soft Skills curriculum in 9 days with 43 stakeholders. Outcome: 8% quality increase, customer satisfaction NPS nearly doubled.

## EXPERIENCE (CONTINUED)

### Technical Writer and Intermediate Trainer

2011 - 2018

Transamerica Premier Life Insurance Company | St. Petersburg, FL (Remote)

- Designed Foundations onboarding program in 2015. Personally delivered 51 classes to 7,000+ employees. Improved six-month retention from 43% to 74%, a 31-point gain. Program still runs at Transamerica in both divisions as of 2026, eleven years of continuous operation.
- Designed and built 2,768-document knowledge repository for Transamerica new business operations sustaining 20-30 unique daily clicks per asset and top divisional performance metrics.
- Designed and operationalized the Documentation Development Lifecycle (DDL), a methodology running parallel to the SDLC to eliminate technical documentation debt at the source.
- Led cross-functional new business team of approximately 8 people. RACI accountable. Delivered L&D for 74 strategic projects across nine teams.

### Senior Content Architect and Business Analyst

Feb 2022 - Dec 2022

Devr, Inc. | Remote

- Sole content architect at 12-person IoT startup. Built entire documentation infrastructure from zero in GitHub. Documented state machines, blockchain tools, and embedded systems.
- Built auto-curation framework leveraging AI and ML heuristics to assemble personalized, context-aware content experiences. Engineered fully stateless content system with modular content types and metadata schemas.

### Senior Technical Writer and Business Analyst

Feb 2021 - Jul 2022

Bond-Pro, Inc. | Remote

- Rebuilt entire documentation environment from scratch for boutique surety bond SaaS. Increased client operational capacity 150% through process documentation and workflow optimization.
- Authored 200+ documentation assets. Identified upsell opportunities for playbooks and study guides and converted a subset directly with clients.

### Technical Writer and Trainer

1994 - 1999

Equifax Payment Services | St. Petersburg, FL

- Created 38 user guides and 360 SOPs for check and credit card processing devices deployed nationally. Received 180 hours of formal technical writing training (Technical Writer I through V).
- Developed advanced self-study and certification curriculum resulting in 400+ representatives cross-functional for two or more processing roles. Reduced adjacent team missed SLAs by 80%.

## CORE SKILLS

**AI and Enablement:** AI Enablement, Enterprise AI Rollout, Microsoft Copilot, AI Governance, Responsible AI Policy  
AI Literacy Program Design, Prompt Engineering, RAG Architecture, LLM-Ready Content, Champions Network, Adoption Scorecards  
Benefits Realization

**Content and Knowledge:** Knowledge Architecture, Information Architecture, Content Strategy, Metadata Modeling, Taxonomy Design  
Stateless Content Systems, DITA, Information Mapping, SharePoint, GitHub, Markdown

**Learning and Development:** Instructional Design, Curriculum Design, ADDIE, ILT/VLT Delivery, Train-the-Trainer  
Onboarding Program Design, Adult Learning Principles, Retention-Focused Design

**Change and Program Mgmt:** Organizational Change Management, Stakeholder Mapping, Resistance Management, Program Management  
Agile, DDL, Executive Steering, Cross-Functional Delivery

## EDUCATION

**Bachelor of Science, Management and Organizational Leadership**

St. Petersburg College | 2017

**Associate of Applied Science, Management and Organizational Leadership**

St. Petersburg College | 2015

## CERTIFICATIONS

- Certified Information Mapper, Information Mapping International
- Associate, Life Management Institute (LOMA)
- Associate, Customer Service (LOMA)
- Technical Writer IV, Equifax University (180 hours formal training)

**Full portfolio and case studies:**

[joshuabechtel.com](http://joshuabechtel.com) | [joshwritingsamples.com](http://joshwritingsamples.com) | [humanlayersystems.com](http://humanlayersystems.com)