

# NATHAN LESTER

## AI Enablement & Change Leader | Enterprise AI Adoption & Innovation Strategy

(815) 557-0787 | hello@nathanscottlester.com | www.nathanscottlester.com | Open to Chicago, Milwaukee, Indianapolis, Hybrid

### EXECUTIVE SUMMARY

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Strategic and hands on Innovation & AI Enablement Leader with 15+ years of cross-functional transformation experience bridging advanced technology capabilities and enterprise operational adoption. Proven track record establishing enterprise-wide AI Literacy programs, architecting AI Proof-of-Value (PoV) initiatives, implementing responsible AI guardrails, and driving value realization.

### CORE COMPETENCIES & KEY CAPABILITIES

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**AI Strategy & Enablement:** Enterprise AI Literacy Programs, Generative AI Adoption, Proof-of-Value (PoV) Design, Conversational AI & Chatbots, AI Guardrails & Governance, A/B Testing Models, Prompting & Workflow Integration

**Change Leadership & Strategy:** Enterprise Change Management, Cross-Functional Alignment, Stakeholder Engagement, Executive Roadmapping, Voice of Customer (VoC), Jobs to Be Done (JTBD), Human Centered Design

**Operational Excellence:** Business Process Optimization & Re-engineering, Robotic Process Automation (RPA), Queueing & Agent-Based Simulation, KPI & Value Realization, Vendor & Contract Management

### PROFESSIONAL EXPERIENCE

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#### PHYSICIANS MUTUAL | Omaha, NE

**Innovation Director** (04/2024 – Present)

**Firm-Wide AI Literacy & Upskilling:** Architected and executed an enterprise AI Literacy program to upskill employees across business lines, establishing a structured intake and evaluation pipeline for AI use cases to boost workforce productivity.

**Call Center AI Proof-of-Value (PoV):** Secured cross-functional leadership alignment and led execution of conversational AI chatbots and intelligence tools, capturing \$150K/year in incremental sales and driving a ~50% increase in customer retention.

**Responsible AI Governance & Testing Guardrails:** Partnered with business, legal, and tech teams to institute AI governance guardrails, define key performance indicators, and implement A/B testing protocols to accelerate validated value realization.

**Operational Value Realization:** Orchestrated comprehensive operational process assessments across departments, uncovering and unlocking \$2.0M in annual run-rate efficiency savings.

#### SCOOTER'S COFFEE | Omaha, NE

**Innovation Director – Operations** (06/2021 – 04/2024)

**Cross-Functional Strategic Governance:** Spearheaded company Growth Council uniting leaders, franchisees, and external partners to prioritize, fund, and govern breakthrough strategic growth and technology initiatives.

**Innovation Lab & Simulation Infrastructure:** Built inaugural enterprise Innovation Lab and integrated simulation software, evaluating 5 core platforms and 40 equipment pieces to achieve \$400K+ in operational savings in under 6 months.

**Agent-Based Drive-Thru Simulation:** Conceived and deployed an agent based simulation tool (AnyLogic) modeling customer flow and queueing dynamics, enabling consultants to demonstrate tangible throughput and revenue gains to operators.

**Digital Transformation & Mobile Ordering:** Directed roll out of Mobile Order Ahead capabilities and dual-lane service models, increasing customer adoption by 10% and doubling drive-thru service capacity.

#### MCDONALD'S CORPORATION | Romeoville & Chicago, IL

**Voice Activated Drive Thru Deployment & Execution Manager | Innovation Execution Manager** (10/2018 – 06/2021)

**Cutting-Edge AI Drive-Thru Deployment:** Led roadmap development and conditions-based test, learn, and iterate execution for voice-activated AI drive-thru ordering, accelerating enterprise learning and operational adoption.

**Integrated Program Governance:** Built governance and communication frameworks aligning multi-disciplinary workstreams (engineering, operations, leadership), unifying disparate tracks into one cohesive execution plan.

**Operational Change Management:** Directed live restaurant pilot operations across units serving 1M+ customers and generating \$6M in sales, designing SOPs, safety standards, and operational training for 100+ managers and crew members.

**MCDONALD'S CORPORATION** | Oakbrook, IL

**Customer Relationship & Business Process Manager | Sustainability Reporting Lead** (05/2012 – 10/2018)

**Digital Learning Transformation:** Replaced legacy in person training with an on demand global eLearning platform, saving \$80K annually while creating a scalable, continuous learning culture.

**Process Automation & Vendor Optimization:** Deployed robotic process automation (RPA) and upgraded analytics tooling, cutting audit turnaround by 50%, reducing manual workload by 15%, and delivering \$400K/year in cost reductions.

**Enterprise CSR & Data Program (\$4M):** Designed McDonald's first-ever global sustainability data collection and assurance framework, processing 25K+ data points via custom VBA automation and securing third-party assurance.

**GREELEY & HANSEN, LLC** | Chicago, IL

**Project Manager & Process Engineer** (1997 – 2011)

**Large-Scale Systems & Program Leadership:** Managed technical teams on \$50M-\$750M capital improvement programs; designed advanced financial and process control models saving \$20M+ in lifecycle costs.

## EDUCATION & CERTIFICATIONS

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**Applied Generative AI Specialization Certification** — Purdue University / Simplilearn

**Bachelor of Science in Civil and Environmental Engineering** — University of Illinois at Urbana-Champaign (UIUC)

**Associate of Applied Science in Computer Systems Programming** — United States Air Force / Keesler AFB, MS

## TECHNICAL & METHODOLOGICAL TOOLKIT

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**AI & Automation:** Generative AI Tools & LLMs (OpenAI, Claude, Anthropic, Azure, tooling), Conversational AI, Agentic Workflows, RPA, AnyLogic Simulation, Python & VBA Programming

**Strategy & Frameworks:** Human-Centered Design (HCD), Jobs-to-Be-Done (JTBD), Design Thinking, Agile/Scrum, A/B Testing, Change Management, Value Realization

**Enterprise Platforms:** Jira, MS Project, Visio, MS Office 365, MS Teams, SharePoint, Tableau/Power BI, Azure & Cloud Foundations