

NICHOLAS BABB

AI Workforce Enablement | Responsible AI Governance | Enterprise Transformation

Hopewell, VA • nickbabb.com • linkedin.com/in/nicholas-babb

PROFESSIONAL SUMMARY

AI workforce-enablement leader with 20+ years across enterprise design, operations, and innovation, now focused on embedding generative and agentic AI into how real teams work. At McKesson, built and scaled the workforce-enablement program that put GenAI into the daily workflows of designers, engineers, and product teams, pairing speed and experimentation with the governance and risk discipline a regulated enterprise demands. Consistently converts executive targets into measurable outcomes, including \$120M+ in annual cost savings, a 25% reduction in customer friction, and a 30% lift in user satisfaction. Combines hands-on building (agentic workflows, MCP-based tooling, AI pair-programming) with the change management and stakeholder coaching that turn AI curiosity into durable team capability.

CORE COMPETENCIES

- ▶ AI & GenAI Workforce Enablement ▶ Responsible AI Governance & Risk Controls
- ▶ Agentic Workflow Design & Automation ▶ AI Literacy, Training & Adoption Programs
- ▶ MCP & AI Tooling (Claude, VS Code, Figma) ▶ Change Management & Coaching
- ▶ Rapid Prototyping & Use-Case Prioritization ▶ Executive Dashboards & ROI / KPI Measurement
- ▶ Cross-Functional Program Leadership ▶ Design Thinking, DesignOps & Accessibility

PROFESSIONAL EXPERIENCE

McKesson Richmond, Virginia

CX Director Jan 2026 – Present

- **Lead** the AI-driven CX practice and the workforce-enablement program behind it, embedding GenAI into the daily workflows of designers, engineers, and product teams across the organization.
- **Built and scaled** production AI workflows such as Claude-to-Figma via Model Context Protocol (MCP) and AI pair-programming in VS Code, cutting concept-to-prototype time from days to minutes.
- **Established** the governance layer for responsible AI adoption: review gates, data-handling rules, and bank-grade quality standards that let teams move fast without compromising trust or compliance.
- **Drove enablement** at the human level through design-thinking workshops, playbooks, and hands-on coaching for practitioners and senior stakeholders, turning AI curiosity into durable, repeatable team capability.
- **Converted** AOP/MBO targets into measurable outcomes: \$120M+ in annual cost savings, a 25% reduction in customer friction, and a 30% lift in user satisfaction.

Senior User Interface Engineer Oct 2023 – Jan 2026

- Engineered AI-integrated UI solutions and led UX overhauls using lean UX, data-driven insight, and rapid prototyping, improving satisfaction and accessibility while aligning technical trade-offs with business goals.

Enterprise Knowledge, LLC Arlington, Virginia

Senior UI/UX Designer Sep 2019 – Oct 2023

- **Led end-to-end** enterprise UX programs of large scope, establishing design systems, journey mapping, and accessibility from inception.
- **Mentored** junior designers and partnered with product, engineering, and research to translate ambiguous requirements into intuitive, high-impact experiences.

Previent Media Lake Worth, Florida

UI/UX Consultant Oct 2018 – Sep 2019

- **Advised** medium-to-enterprise businesses on web solutions and digital strategy; wireframed, built, and deployed custom WordPress and HTML/CSS frameworks.

Dana Parham Holdings Boca Raton, Florida

Marketing Director / Art Director Aug 2014 – Oct 2018

- **Owned** marketing analytics, KPIs, and ROMI dashboards; directed creative teams and campaigns.

EDUCATION

Bachelor of Fine Arts, Graphic Design Metropolitan State University of Denver, CO