

TANU CHAWLA WADHWA

Director, AI Transformation | Enterprise AI Strategy & Governance

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PROFESSIONAL SUMMARY

Enterprise AI transformation leader with 15+ years driving adoption, governance, and measurable business outcomes from AI programs at global scale. **Built AI Centers of Excellence from scratch.** Led deployment across 1M+ users in 100+ markets. **Designed governance frameworks** that held up in production — human-in-the-loop thresholds, escalation criteria, confidence frameworks. Managed the hard part of AI change that most programs fail at: **resistance, over-reliance, and trust recalibration at scale.** CS engineering foundation plus MBA. Equally effective with engineering teams and boards. Currently deepening hands-on agentic AI practice during a deliberate sabbatical. **Returning to market July 2026.**

CORE COMPETENCIES

- Enterprise AI Transformation Strategy
- AI Governance & Responsible AI Frameworks
- Change Management for AI Deployments
- Human-in-the-Loop & Escalation Design
- Agentic AI Systems (LangGraph, CrewAI, Claude API)
- LLM / RAG Architecture & Evaluation
- Executive Stakeholder Alignment & Comms
- AI Adoption Program Design at Scale
- Centers of Excellence Build & Leadership
- Organizational Resistance & Trust Calibration
- AI Literacy & Enablement Program Design
- Python · SQL · Azure OpenAI · MLOps · Tableau

EXPERIENCE

Deliberate Career Sabbatical *AI Transformation Research & Hands-On Practice*

Feb 2026 – Present

Independent AI Researcher & Practitioner · Remote

- ▶ **Pro-bono AI transformation deployment** for a non-technical small business — built end-to-end AI workflow, coached adoption over 4+ months, and documented a longitudinal study of how a real user builds, over-extends, and recalibrates trust in AI systems. A practitioner-grade study of the exact dynamics that break enterprise AI programs at scale.
- ▶ **Applied an AI-assisted investment framework** to a live \$100K portfolio. Documented how AI output confidence and framing style affected willingness to act — including cases where high-confidence outputs suppressed scrutiny of flawed assumptions. Published methodology on GitHub.
- ▶ **Built agentic AI workflows daily** using Claude API, OpenAI Agents SDK, and LangGraph — including multi-agent systems, tool use, and evaluation pipelines. Practitioner-level familiarity with the deployment patterns and failure modes that enterprise transformation roles need to manage.

Amway *\$8.1B Revenue · 21,000 Employees · 100+ Global Markets · 1M+ Independent Operators* Apr 2023 – Feb 2026

Senior Principal, AI Transformation & Product Strategy · Austin, TX

- ▶ **Led end-to-end AI transformation** across 100+ global markets — scoped change impact, built the communications and governance strategy, and drove behavioral adoption across a 1M+ user base. Tracked adoption signals closely, caught resistance early, and adapted programs before disengagement set in.
- ▶ **Designed the governance framework** for an enterprise LLM/RAG production deployment: defined human-in-the-loop thresholds, confidence levels for autonomous operation versus escalation, and audit criteria. These frameworks made AI outputs reliable and defensible in a regulated, global environment.
- ▶ **Built and ran AI enablement programs** for cross-functional teams — documented over-reliance patterns, identified teams that stopped questioning AI outputs after early accuracy looked good, and updated governance and training based on observed behavior. Drove ~\$500K/year in efficiency gains.
- ▶ **Led product strategy for LLM/RAG translation engine** projected at \$1.3M annual savings — embedded AI natively into the content supply chain, including smart tagging, metadata automation, and AI-driven search across a 1M+ owner network.
- ▶ **Managed executive alignment** across product, legal, operations, and 100+ regional leaders throughout a complex global AI rollout. Maintained structured stakeholder communications and surfaced change risks before they became blockers.

Herbalife *NYSE: HLF · \$5B Revenue · 8,500 Employees · 90+ Countries · 4.5M Distributors* Sep 2018 – Apr 2023

Head of Business Transformation · Los Angeles, CA

- ▶ **Founded and led one of the earliest corporate AI transformation functions** at a global enterprise — built the AI Center of Excellence from scratch, established change governance standards, and designed a 50-person AI literacy and behavioral change program before most enterprises had formal AI strategies.

- ▶ **Designed and executed change management** for a deep learning sales forecasting deployment — mapped stakeholder risk, identified resistance patterns early, and drove behavioral change across executive and operational audiences in 6 global regions.
- ▶ **Built reusable AI change governance infrastructure** from scratch: change impact assessments, adoption benchmarks, escalation criteria, and deployment playbooks that became standard practice across the organization.
- ▶ **Managed transformation communications** for concurrent enterprise AI programs — translated technical outcomes into executive narratives, designed launch communications, and actively managed change fatigue across global leadership.

Cognizant Technology Solutions *Fortune 500 Enterprise Clients incl. Johnson & Johnson, Goldman Sachs* Apr 2016 – Sep 2018

Manager, Strategy & Transformation · Los Angeles, CA

- ▶ **Change management lead on Johnson & Johnson's global enterprise transformation** (45 countries) — owned stakeholder communications, change impact analysis, and training design across a critical multi-phase transformation. Client: J&J (Fortune 50).
- ▶ **Advised Fortune 500 C-suite on AI adoption strategy** and digital transformation. Led executive workshops on AI governance, change readiness, and responsible adoption across complex, matrixed global organizations.

Early Engineering Roles *Infosys · Amdocs · Accenture · Clients: Goldman Sachs, Major Telecom & Financial Services* 2008 – 2015

- ▶ Built and delivered software systems in Java and C++ for Goldman Sachs and financial services clients. **CS engineering foundation** provides first-principles reasoning about the systems underneath AI transformation programs — critical for bridging technical teams and business leadership.

AI THOUGHT LEADERSHIP & RECOGNITION

- ▶ **Perplexity AI Business Fellow · HBR Advisory Council Member** — recognized for applied AI research and enterprise-scale deployment work.
- ▶ **Speaker: AI Summit (2018, 2019, 2020) · Women of Silicon Valley Summit (2022) · Women in Tech World Series (2021)** — established a public voice on AI governance and enterprise transformation before it was mainstream.
- ▶ **MIT Sloan: Machine Learning in Business (2020) · Google: GenAI for Leaders · Expert reviewer, "The AI Leader" (Anthem Press, 2020)**

EDUCATION

MBA, Strategy & Marketing · Indian School of Business (ISB) — India's #1 ranked business school	2016
B.Tech, Computer Science · Punjabi University	2008