

GINA SCHUDI

Charlotte, NC | 480-206-5621 | gmschudi@gmail.com | linkedin.com/in/ginaschudi

ENTERPRISE AI TRANSFORMATION | WORKFORCE & OPERATING MODEL | FINANCIAL SERVICES

Enterprise AI transformation executive with 20+ years of leadership across Truist, Wells Fargo and Bank of America, translating emerging technology into enterprise operating models, workforce adoption, measurable business value and risk-aligned execution. Combines AI/GenAI, technology, commercial banking, consumer banking, transformation, governance and change leadership to scale adoption across complex regulated environments. Proven record building programs from concept through enterprise deployment, including AI governance, agentic AI enablement, automation, portfolio management and regulatory remediation.

SELECTED ENTERPRISE IMPACT

- Scaled enterprise AI adoption at Truist to 50,000+ teammates across three Copilot deployment waves; established the enablement ecosystem spanning training, communications, Champions, Office Hours, Learning Hub, measurement and business activation.
- Expanded Agent Builder from a 2,500-teammate pilot to phased 17,000-teammate waves in weeks, with 6,500+ agents activated; built the path from AI fluency to agent-building and workflow redesign.
- Delivered ~10,000+ Microsoft-led training touchpoints, ~5,000 Copilot 101 attendees, 4,000+ advanced-prompting registrations, 1,000+ Office Hours participants and 200+ leaders through targeted white-glove sessions.
- Built Wells Fargo Commercial Banking AI program and governance model for 20+ AI/ML use cases; directed \$10M in GenAI investment and a broader \$30M annual innovation portfolio with 95% funding utilization.
- Delivered 40+ intelligent automation solutions generating \$10M in annual expense savings and increasing automation capacity ~30% year over year; built a global team across three countries while realizing \$1M in annual resource savings.
- Founded Truist FIRE remediation program; technology organization closed 81 findings in 2025 (+40% YoY), increased audit closures 163% YoY and improved first-line issue identification 124% YoY.
- Co-inventor of U.S. Patent 20150112779 supporting Bank of America Preferred Rewards; led first Chip-and-Signature card technology delivery and other large-scale consumer payments/rewards programs.

CORE LEADERSHIP CAPABILITIES

Enterprise AI Strategy & Execution | AI Operating Models | GenAI & Agentic AI | Workforce Transformation | AI Governance & Risk | Business Activation & Workflow Redesign | Portfolio & Investment Management | Intelligent Automation | Commercial Banking | Regulatory Transformation | Executive Change Leadership

PROFESSIONAL EXPERIENCE

TRUIST

Enterprise AI Enablement & Workforce Transformation Leader

Jan 2026 – Present

- Built and scaled the enterprise AI enablement operating model supporting Copilot adoption for 50,000+ teammates, moving the organization from awareness and pilot activity to enterprise adoption and business activation.
- Established an end-to-end enablement wrapper for every capability launch: training, communications, Champions, Office Hours, measurement and executive support; stood up the AI Learning Hub as the enterprise front door, reaching 17,000+ views and ~850 daily visits during launch period.
- Put agent-building capability directly into teammates' hands, scaling Agent Builder from a 2,500-person pilot to 17,000-person waves and 6,500+ activated agents; partnered on a certification path for responsible agent building and workflow redesign.
- Designed enterprise learning architecture from Copilot fluency through advanced prompting, Agent Builder foundations, AI policy/standards and role-based agentic journeys; supported 11 curricula and a Microsoft co-delivery/ESI model that reduced training expense.
- Contributed to the measurement approach for AI adoption and value, including a 15-KPI Phase 1 framework spanning adoption, behavior, outcomes and sentiment.

- Established the hub-and-spoke model toward use-case activation, workflow redesign, workforce redesign and capacity creation -expanding our relationship with Human Resources to evolve the AI Enablement program into a true cross-enterprise function.

TRUIST

Strategic Remediation Director, Enterprise Technology (SVP)

May 2025 – Jan 2026

- Designed and launched FIRE (Findings Intake, Remediation & Execution), centralizing governance, prioritization and executive transparency across technology findings while strengthening audit and regulatory readiness.
- Embedded Copilot, Power BI and AI-enabled playbooks into remediation workflows to automate narratives, standardize closure documentation and improve insights across Risk, Audit, Compliance and Technology.

WELLS FARGO

Executive Director, Commercial Banking Credit, Innovation / AI & Transformation Portfolio

Oct 2021 – May 2025

- Led strategy and executions team for the Commercial Credit Transformation across eight business units, redesigning operating models and workflows across the entire value chain including sales, credit decisioning and underwriting.
- Established Commercial Banking's GenAI/ML program and governance forum; built the target operating model, staffed the team and prioritized high-impact use cases aligned to growth, efficiency and risk outcomes.
- Directed \$10M in GenAI investment within a \$30M annual innovation portfolio; led strategic planning, execution tracking and financial performance with 95% funding utilization.
- Delivered 40+ RPA, document-automation and API solutions producing \$10M in annual expense savings and ~30% YoY capacity growth while reducing manual error and improving throughput.
- Built and led a global change/innovation team across three countries, generating \$1M in annual savings through resource strategy and upskilling; launched AI adoption planning workshops and agentic AI pilots.

WELLS FARGO

Vice President, Commercial Banking Change Execution

Mar 2016 – Sep 2021

- Led enterprise risk, control and compliance transformation across Wholesale/Commercial Banking, including Self-Assurance, risk framework gap assessments, target operating models and early-stage RCSA process documentation.
- Unified 16 business-line change teams into a single Wholesale PMO, standardizing delivery roles and Agile practices, strengthening executive governance and reducing duplication across the organization.
- Led Customer Lifecycle Management transformation connecting business, digital, data and product teams to define a Commercial Banking authorized-user and customer-contact master solution.

BANK OF AMERICA

Vice President, Senior Technology Manager – Consumer & Small Business

Feb 2012 – Dec 2015

- Directed complex technology programs across payments, rewards, consumer cards and digital servicing, coordinating business, product, operations, risk, legal, compliance and technology stakeholders.
- Co-inventor of U.S. Patent 20150112779 supporting Bank of America Preferred Rewards; led technology delivery for the first EMV Chip-and-Signature card program and Merrill Lynch Octave® ultra-high-net-worth card capabilities.

BANK OF AMERICA

Vice President, Senior Service Delivery Manager – Consumer Co-Brand Card Products

2007 – 2012

- Led large-scale credit-card programs spanning infrastructure, statements, plastics, rewards and affinity products, including major airline, automotive and partner-card portfolios.

EDUCATION & INTELLECTUAL PROPERTY

Master of Business Administration | Benedictine University, Chicago, IL

Bachelor of Science, Technology Management | DeVry University, Phoenix, AZ