Thom Brackett

Technology Delivery & Transformation · AI Enablement · Facilitation & Stakeholder Alignment

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PROFILE

Technology and organizational change leader with 25+ years of experience spanning enterprise delivery, IT leadership, cross-functional facilitation, and practical AI adoption. Known for translating complex challenges into shared understanding, helping teams resolve dependencies, and designing collaborative paths from strategy to execution.

AREAS OF STRENGTH

- Strategic workshop design & facilitation
- AI literacy, Copilot & workflow enablement
- Team coaching & organizational change
- Enterprise delivery & dependency management
- Stakeholder alignment & executive communication
- Process improvement & delivery flow

PROFESSIONAL EXPERIENCE

MassMutual Ascend · Scrum Master Specialist / Agile Coach (AI Enablement) 2016–2026

- Designed and facilitated two-day enterprise planning sessions involving 100+ stakeholders to surface dependencies and align cross-functional work.
- Developed and delivered practical AI and Microsoft Copilot education emphasizing context, iteration, responsible usage, and human review.
- Participated in enterprise AI champion and innovation efforts, helping colleagues assess practical opportunities for adoption.
- Coached teams on collaboration, flow, clarity of roles, and delivery improvement across evolving Agile and organizational practices.

Cohesion / Fifth Third Bank · Contract Project Manager 2016

- Supported enterprise project coordination, delivery governance, and alignment among cross-functional stakeholders and technology partners.

Dayton Lamina · Contract Technology Leadership 2015

- Balanced strategic systems work with operational demands and cross-functional priorities.

Sims-Lohman · IT Director 2013–2015

- Led technology operations during regional expansion, supporting multiple business locations and new integrations.
- Served as product owner for a custom ERP initiative supporting operational workflows and coordination.

The Bistro Group · Director of Information Technology 2008–2013

- Directed IT systems and infrastructure across a multi-location restaurant business, including POS standardization and PCI-related technology initiatives.

FACILITATION, SPEAKING & EDUCATION

- Certified Facilitator, Voltage Control (2025); electives in Design Sprints and Product Roadmapping.
- Regional Lead, Facilitation Lab Cincinnati.
- Speaker, CincyDeliver 2026: “From Resistance to Ownership,” exploring motivational interviewing in Agile teams.
- B.S., Operations & Information Management, University of Connecticut.