



Troy J. Gross

Principal Learning Product Innovation Leader | Platform Strategy & Enablement

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HELLO

I'm Troy

Experience Highlights

- Launched AI-enabled frontline tool prototypes improving speed of service and reducing training overhead.
- Directed cross-functional roadmap integrating digital and retail customer experiences.
- Built global innovation pipeline sourcing 100+ ideas annually, delivering multiple enterprise-scale products.
- Recognized as a “translator” leader: able to bridge technical, operational, & executive worlds.

Values in Action

Mission-Driven Enablement

- Empower developers to build the future through strategic training ecosystems.

Operational Excellence

- Deliver precision in planning, execution, and accountability.

Challenge the Status Quo

- Drive innovation through curiosity and bold thinking.

Learner-Centric Innovation

- Foster cultures of growth and experimentation.
- Design learning pathways with empathy and insight.

Continuous Improvement

- Adapt and improve through data, feedback, and iterative process

Dear Hiring Team,

I am excited to introduce myself to you by way of applying for the Director Global Learning & Development role. With 20+ years of experience leading digital transformation initiatives and scaling customer support and learning platforms, I specialize in bridging technology, user experience, and business strategy to deliver intuitive, AI-enabled support for global audiences.

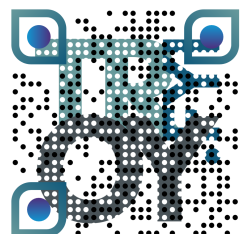
At KPMG, I directed a \$100M+ portfolio that included global support platform implementations—introducing AI-driven self-service, multilingual knowledge systems, and performance dashboards that improved adoption and reduced resolution times. At Deloitte, I designed and launched Capital One's Tech College Developer Training, creating learning journeys and platform strategies that scaled across diverse user bases, leveraging cloud, DevOps, and AI-enabled content delivery. Throughout my consulting career, I've helped Fortune 100 organizations create seamless support experiences that balance automation and human connection.

What excites me most is a mission of creation, empowerment, improving user experience, and connecting humans everywhere. I am particularly drawn to the opportunity to lead the vision and evolution of learning and personalized products to ensure every customer and partner can access learning and help that feels reliable, inclusive, and effortless.

I would welcome the chance to bring my platform management expertise, AI strategy background, passion for out-of-the-box, knowledge & learning solutions, along with user-centered design, to help shape the future of learning experience for employees & customers.

Thank you for considering my application.

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Profile

Executive product leader with 15+ years of experience building global platforms, leading cross-functional teams, and turning emerging tech into scalable, high-impact products. Proven ability to translate frontline employee and customer needs into intuitive digital + physical tools. Background spans product management, AI innovation, and enterprise learning platforms — now focused on leading mobile-first experiences that empower people and drive market growth.

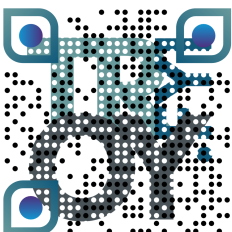
Career Differentiators

Highlights

- Scaled support and learning platforms to serve millions of global users across regulated industries.
- Increased adoption of AI-enabled support features by 40% through user-centric design and engagement strategies.
- Delivered executive roadmaps and KPIs aligning platform strategy with measurable business outcomes.
- Designed client-facing adoption roadmaps combining AI strategy, governance, and enablement.
- Delivered multimillion-dollar consulting engagements across cloud, data, and AI.

Key Industries

- Finance - Banking, Credit, Brokerage, Financial Advisory
- Energy - Generation, Distribution, Nuclear, Utilities
- Logistics - Hotels, Grocery, Transportation
- Healthcare - Hospital Systems, Biotech, Life Sciences
- Tech, Media, & Telecom, Airline, Consulting, FinTech



Core Strengths

Product Vision & Strategy • Mobile & Frontline Technology Platforms • AI-Powered Experiences (LLMs, Recommenders, Automation) • Cross-Functional Leadership & Executive Stakeholder Mgt. • Roadmap Development & Portfolio Management • Team Building, Mentorship & Coaching • Experimentation, A/B Testing, KPI-Driven Decisions • Change Leadership & Enterprise Adoption

HR IT Portfolio Senior Manager | KPMG | 2020–2024

- Directed \$100M+ enterprise transformation portfolio, implementing global support platforms, HR, comp, recognition, and knowledge systems.
- Partnered with engineering, operations, and designers world-wide to integrate AI-enabled self-service experiences, improving adoption by 40%.
- Delivered multilingual, global solutions ensuring compliance and inclusivity across diverse user bases in the US and internationally.

Digital Transformation Consultant | 1099/LLC | 2018–Now

- 1099/LLC. Director-Level Consulting, key clients include KPMG, Talen, Devon, TVA, Delta Air Lines, PwC, CapitalOne, Wachovia, Wells Fargo, American Express, Ameriprise, Sprint
- Designed platform strategies for enterprise learning and customer support, integrating AI tools such as conversational bots and predictive help systems.
 - Created scalable roadmaps for knowledge systems and Help Centers, aligning platform strategy with customer adoption needs.
 - Conducted workshops bridging technology and user experience, ensuring intuitive design and smooth support transitions.

Director of Solution Architecture | Thought Industries | 2018-2020

- Owned product vision and roadmap for a global platform serving 100k+ employees.
- Designed frontline-focused user journeys, driving 40% improvement in adoption.
- Partnered with engineering and UX to deliver scalable tools supporting learning, service, and customer-facing operations.

Specialist Master/Sr. Manager, Learning Solutions | Deloitte | 2015-2018

- Lead of Global Learning Platforms in Client Learning Solutions group.
- Led Capital One's Tech College Developer Training initiative, designing a knowledge and learning platform that combined AI, cloud, and DevOps enablement.
- Developed user personas and journey maps (including creative comic-book designs) to shape platform experiences.
- Led 5 full-life cycle implementations of learning solutions, upgrades, configurations, testing, Change and training. Coordinated cross-functional teams of consultants and clients in tightly regulated industries across the globe.

Education

BA, Graphic Design & Visual Communication — Brown College, MN



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More About Me and What Guides Me to Success

Client-Centric Design

- Passionate about creating positive, user-focused experiences that delight users, drive impact, measurable ROI. Sustainable, updatable, living deliverables, that are functional, beautiful (less wordy than this.)

Design Thinking Mastery

- Utilize proven, best-in-class Design Thinking methods, tools, and practices to deliver engaging, intuitive, immersive intuitive designs & deliverables.

Inclusive Leadership

- Foster psychologically safe environments that encourage teams to think creatively, challenge the status quo, feel comfortable contributing bold, innovative ideas. Level up team members.

Outcome-Oriented

- Empower teams to cultivate culture where new ideas flourish, and measurable business results are achieved. User-friendly, intuitive Apple-like "it just works" experiences.

Innovative Solutions

- To boldly go where no one has gone before! Explore new technologies, ideate, iterate, and innovate. Build solutions tailored to actual user needs, that deliver real, personalized, & tangible outcomes.

Change that Sticks

- Drive meaningful change that sticks, through culture, engagement, collaboration, updatable living content, with actionable, complete with measurable goals.

Impact & Skills

Values in Action

Anticipate Needs

- Identify opportunities aligned with client goals.

Regulatory Rigor

- Embedding compliance into every stage of execution.

Trusted Partnership

- Build credibility with executives & teams alike.

Adapt & Evolve

- Stay ahead of AI evolution and bring insights into client engagements.

Impact Focused

- Deliver strategies and proof-of-concepts tied to measurable outcomes.

Strategic Alignment

- Connecting big-picture vision with operational delivery.

Enablement Mindset

- Creating frameworks that scale and sustain growth.

Collaboration

- Partnering across functions ensures seamless outcomes.

Resilience in Action

- Thriving in fast-paced, complex environments.

Core Skills

Program Management & Enablement

- Strategy-to-Execution Roadmaps
- PMO Playbooks & Best Practices
- Risk Mitigation & Decision Support
- Executive Dashboards & Metrics

Business Expansion & Compliance

- Acquisition & Facility Integration
- Licensing & Regulatory Readiness
- Healthcare & Pharma-Adaptive Operations
- Market Expansion Enablement

Product & Technology Leadership

- Executive Product Strategy & Roadmap Design
- Mobile & Frontline Technology Enablement
- AI/LLM Integration (decision support, NLP, recommender systems)
- Agile Delivery, Iteration & Experimentation Frameworks
- KPI Development & Product Analytics

Leadership & Collaboration

- Built, led, and mentored teams of Sr. Managers, Product Managers, and Associates
- Cross-functional leadership with Engineering, UX, Operations, and Business Teams
- Executive stakeholder alignment, communication, and influence
- Culture building: innovation, collaboration, continuous improvement

Innovation & Emerging Tech

- Designed and deployed AI-powered tools for employee workflows
- Developed prototypes and MVPs for mobile-first enterprise apps
- Experience bridging digital + physical experiences in customer journeys
- Skilled in no-code/low-code prototyping (Zapier, Make, Retool)

Tools & Platforms

- Jira, Figma, Notion, Miro, Airtable, Google Analytics, Tableau, SQL (basic), Python (beginner), Zapier, Make, Retool

