

DEANNA GALLIMORE

AI Systems Builder | Decision-Support Architect

402-630-7684 | deanna.gallimore@proton.me | [LinkedIn](#) | deannagallimore.dev | [GitHub](#)

SUMMARY

AI Systems Builder and Decision-Support Architect with 5+ years of experience engineering explainable AI pipelines, agentic decision engines, and gamified learning platforms for enterprise support teams. I specialize in transforming ambiguous, high-friction workflows into structured, guided systems that reduce cognitive load, sharpen decision accuracy, and accelerate consultant autonomy — grounded in explainability, governance, and human-in-the-loop design. Currently architecting AI systems at LinkedIn.

CORE COMPETENCIES

AI Systems & Decision-Support Architecture:

Decision-support systems · Agentic workflows · Explainable AI pipelines · Structured output engineering · Prompt-to-parser design · Retrieval architecture · Workflow automation · Enterprise governance · Confidence scoring with human-in-the-loop oversight

Technical Stack:

TypeScript · Node.js · Express · React · TailwindCSS · Python · Streamlit · PostgreSQL · Drizzle ORM · TanStack Query · JSON data modeling · Azure App Service · Git · GitHub · VS Code · Copilot Agent Mode · Superblocks · Power Apps

Data & Knowledge Systems:

ServiceNow knowledge architecture · Excel-based source indexing · Data normalization · Ingestion pipelines · Content transformation · Pluggable retrieval strategies · Playbook schema design · Validation and deduplication logic

SELECTED AI SYSTEMS AND BUILDER PROJECTS

SignalForge GTM

Explainable Agentic Pipeline | Go-to-Market Operations | Live Demo

Architected an explainable agentic pipeline for CRM and call reconciliation with full source attribution and human-in-the-loop governance.

- Engineered confidence-scored outputs with plain-language reasoning traces for non-technical stakeholders
- Codified override and feedback mechanics as core system primitives
- Formalized an evaluation layer treating every pipeline execution as a measurable event

Technologies: Python · Agentic Workflow · GTM Operations

Training Tavern

5-Game AI-Powered RPG Training Platform | Production-Quality Demo

Developed a fully gamified training platform with 5 discrete games serving Support, Sales, Manager, IC, and Pitch-training cohorts. Each game features branching dialogue scenarios,

4-dimension scoring frameworks, companion unlock systems, RPG maps, and badge progression.

- Integrated 5 OpenAI API endpoints for scenario generation, choice evaluation, and document-to-scenario content pipeline (Scribe's Desk)
- Produced Kirkpatrick L1-L4 reporting dashboard with 9 custom SVG chart components — zero external charting library dependencies
- Commissioned 27 custom art assets including 16 companion character portraits, 8 map backgrounds, and 3 mascot poses
- Achieved WCAG 2.1 AA compliance across 17 components and 12 pages
- Structured a clean data abstraction layer enabling seamless migration from localStorage to production database — scoring logic and UI remain untouched

Technologies: React 19 · TypeScript · OpenAI GPT-4o · Tailwind CSS 4 · Superblocks · WCAG 2.1 AA

Enablement Command Center

Enterprise Enablement Workspace | Power Apps | React/TypeScript

Constructed an enterprise enablement command center unifying program lifecycle management,

collaborative tasks, KPI tracking, decision logging, and executive narrative generation.

- Implemented per-user workspace persistence so each team member's progress saves independently
- Rolled out shared project collaboration with owner/editor/viewer roles and invite workflow
- Configured privacy-conscious people display — no emails or NT logins exposed in UI
- Added R.A.P.I.D. accountability tracking and decision log per project
- Generated Cowork deck map workflow transforming workspace data into presentation-ready artifacts

Technologies: React · TypeScript · TanStack Query · Power Apps · Dataverse · M365 Context

Escalation Decision Engine

Weighted Decision Engine | Live Demo

Engineered a weighted decision engine fusing knowledge retrieval, historical pattern analysis, and risk scoring into a unified workspace with dual-mode interface.

- Produces 0-100 confidence score with plain-language reasoning trace for every recommendation
- Established closed-loop feedback system capturing follow-through, override, and resolution data
- Structured pluggable retrieval architecture for future ServiceNow knowledge API integration

Technologies: Python · Streamlit · Decision Logic · Explainable AI

PROFESSIONAL EXPERIENCE

[LinkedIn](#)

Global Support Enablement Lead | Product Operations and AI Systems - 2019 - Present

Strategic Focus: Architecting internal AI ecosystems and automated operational workflows to drive consultant autonomy, service efficiency, and product integrity at scale.

Operational Systems & AI Architecture

- Engineered end-to-end AI-enabled decision-support systems, converting fragmented technical documentation into structured, logic-driven consultant guidance
- Modernized Advanced Troubleshooting and Shift Left protocols by replacing legacy static docs with interactive, intent-based diagnostic workflows
- Spearheaded full-stack prototyping initiatives using AI-assisted development (VS Code/Copilot Agent Mode), accelerating the lifecycle from workflow mapping to functional deployment
- Synthesized complex product changes into actionable, scalable frameworks, reducing operational friction across multiple global lines of business

Product Operations & Performance Engineering

- Formalized the global readiness infrastructure for Product Integrity, driving over **\$7.1M** in measurable operational impact through systematic workflow automation
- Codified diagnostic query guidance, identifying critical search-model gaps and deploying high-integrity playbook schemas to reduce escalation redundancy
- Produced a **5-game AI-powered RPG training platform** (Training Tavern) with companion progression, Scribe's Desk pipeline, and Kirkpatrick L1-L4 reporting
- Shipped a guided builder concierge agent (Breadcrumbs) within enterprise Copilot Chat, reducing ideation-to-build path for non-technical employees
- Reduced deck creation time by **~85%** (4-8 hours to 30-60 minutes) through AI-assisted workflow system

SELECTED IMPACT

- Architected explainable agentic pipeline (SignalForge GTM) with confidence scoring, source attribution, and human-in-the-loop governance — live demo available
- Rolled out enterprise enablement command center unifying program lifecycle, tasks, KPIs, decisions, and narrative generation with privacy-conscious people display
- Developed 5-game AI-powered RPG training platform (Training Tavern) with companion progression, Scribe's Desk content pipeline, and Kirkpatrick L1-L4 reporting dashboard
- **Indexed 92 validated Darwin query** mappings from 247-row dataset enabling scalable troubleshooting workflows

EDUCATION AND CONTINUOUS LEARNING

AI / Builder Upskilling — Self-directed development in React/TypeScript, Python/Streamlit, Superblocks, Power Apps, PostgreSQL, WCAG 2.1 AA, and Copilot Agent Mode