ANDREW R. DOSS

BUSINESS TRANSFORMATION | AI ENABLEMENT | OPERATIONAL EXCELLENCE

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EXECUTIVE PROFILE

Business transformation, AI enablement, and operational excellence leader with 30+ years of experience translating complex organizational needs into scalable systems, clearer processes, and effective digital experiences. Combines operational communications, process improvement, knowledge management, executive reporting, and applied AI to strengthen visibility, enable stakeholders, and improve how work gets done. Experienced in cross-functional environments spanning content operations, digital product experiences, governance, change adoption, and technology-enabled innovation.

SELECTED IMPACT

- Built an operational communications and reporting ecosystem spanning six recurring reporting products and multiple stakeholder audiences.
- Reduced recurring reporting preparation from more than one hour to less than ten minutes through AI-assisted workflow automation.
- Created self-service reporting and visibility experiences that reduced manual status requests and communication bottlenecks.
- Developed centralized process documentation, process maturity reporting, and interactive learning experiences to support consistency and adoption.

CORE CAPABILITIES

Business Transformation • AI Enablement & Workflow Automation • Operational Excellence • Process Improvement & Maturity • Executive Reporting & Decision Support • Enterprise Knowledge Management • Stakeholder Enablement • Change Adoption • Strategic & Executive Communications • Content Operations & Governance • Digital Experience • Cross-Functional Leadership

PROFESSIONAL EXPERIENCE

Delta Air Lines

Lead Content Editor | Communications Lead, Content Operations

January 2026 – Present | Atlanta, GA

Serve as communications and operational lead for a 12-person Content Operations team, supporting 56 unique requesters in Q2. Help shape the team's sprint-based operating model through stakeholder communications, reporting, sprint visibility, process improvement, knowledge management, and enablement. The role represents an expanded focus from direct content production toward operational planning, transparency, and organizational effectiveness.

- Designed and operate a six-report communications cadence spanning weekly, biweekly, monthly, and quarterly reporting.
- Created stakeholder visibility platforms and self-service reporting experiences that improve transparency and reduce manual status requests.
- Designed and implemented AI-assisted reporting workflows, reducing report preparation from more than one hour to less than ten minutes while improving consistency and scalability.
- Developed an executive reporting framework that translates operational activity into business outcomes, delivery performance, enterprise initiatives, and organizational priorities.
- Created quarterly process maturity reporting to give leadership visibility into workflow predictability, turnaround performance, and improvement trends.
- Authored and maintain the Content Operations Process Guide, a centralized reference for governance, workflows, approvals, localization practices, and operating standards.
- Designed and developed four interactive learning experiences that translate procedural, conceptual, and decision-based knowledge into reusable enablement tools.
- Apply Microsoft Copilot, Kiro, and other AI-assisted workflows to streamline reporting, documentation, communications, and operational planning.

Senior Digital Content Editor

November 2020 – December 2025

Managed customer-facing content experiences across Delta.com, the Fly Delta application, and airport digital platforms while supporting content governance, stakeholder communications, content operations, and customer experience initiatives.

- Delivered targeted content and personalized customer experiences supporting engagement and revenue-generating initiatives.
- Managed customer-facing promotions, shopping experiences, and digital messaging across multiple channels.
- Supported enterprise content governance through documentation, standards, process development, and training resources.

- Partnered with Product, Technology, Marketing, and UX teams to validate and deploy customer-facing digital experiences.
- Maintained operational visibility and accountability for digital assets through reporting, audits, and process controls.

Digital Content Editor | Marketing Communication Manager | Digital Product Management Analyst

September 2018 – October 2020

Expanded responsibilities across customer experience, digital communications, stakeholder engagement, product support, business testing communications, change management, localization, and personalization.

- Supported Delta's Responsive Shopping & Booking transformation initiative.
- Led business testing communications and change-management activities.
- Developed communication, reporting, and knowledge-sharing resources supporting operational effectiveness.
- Contributed to personalization, localization, and customer experience optimization initiatives.

ABM Industries

Senior Manager, Website & Digital Communications

November 2011 – January 2018

Led enterprise web strategy, digital communications, intranet initiatives, content governance, and organizational communications for a Fortune 500 services organization.

- Led the ABM.com rebrand initiative and responsive redesign project.
- Directed integration of acquired brands and digital properties into the corporate web platform.
- Managed enterprise web content, intranet communications, digital experience initiatives, and stakeholder communications.
- Partnered with executive leadership, Legal, IT, Marketing, and external vendors on business-critical initiatives.

Aprio

Website & Multimedia Developer

February 2000 – November 2011

Led digital communications, web strategy, internal communications, and multimedia initiatives supporting a leading Southeast accounting and advisory firm.

- Created award-winning internal communications programming recognized by the Association for Accounting Marketing.
- Managed websites, intranet platforms, newsletters, and communication channels supporting firmwide visibility and engagement.
- Partnered with firm leadership to improve communication, awareness, and organizational alignment.

ADDITIONAL EXPERIENCE

Founder & Creative Technologist | Dosswerks Digital | 1995 – Present

Independent projects involving web experiences, music production, interactive applications, digital media, and emerging technologies.

Musician, Composer & Producer | 1984 – Present

Performer, composer, and producer with experience in live performance, original music production, multimedia collaboration, and creative storytelling.

EDUCATION

Bachelor of Science, Communications | Kennesaw State University

Additional Graduate Coursework: Professional Writing / Technical Communication