

Carl Drechsel

Enterprise AI Transformation Leader | Digital Workplace Strategy | Microsoft Ecosystem Architect

Western New York | [LinkedIn](#)

PROFESSIONAL PROFILE

Enterprise AI Transformation and Digital Workplace leader with 20+ years guiding large organizations through collaboration modernization, identity architecture, and cloud productivity strategy, translating complex business priorities into scalable technology operating models that improve workforce productivity, strengthen governance, and enable secure adoption of emerging technologies.

Combines deep Microsoft ecosystem expertise (Microsoft 365, Azure, identity, and security) with executive advisory experience to help organizations integrate AI capabilities into real enterprise workflows and decision-making environments.

- **AI Enablement:** Enterprise readiness, governance, and productivity transformation aligned with Microsoft Copilot and generative AI capabilities
- **Business Value:** Aligns technology investments to measurable outcomes, including a **\$5M enterprise licensing optimization**.
- **Strategic Focus:** Redesigning knowledge work through AI-enabled workflow transformation, decision intelligence, and productivity acceleration

STRATEGY & ARCHITECTURE EXPERTISE

Digital workplace transformation • AI adoption & governance (Copilot) • Technology strategy & operating model design • Executive advisory & stakeholder engagement • Change management & adoption strategy • Business case & ROI development

Microsoft 365 & Azure platforms • Identity architecture & Zero Trust • Enterprise collaboration platforms • Cloud architecture (SaaS / IaaS / PaaS) • Compliance & data protection • Infrastructure modernization

ENTERPRISE AI ENABLEMENT

Translate emerging AI capabilities into practical enterprise operating models that improve productivity, decision-making, and collaboration within secure cloud environments.

- Designed enterprise AI readiness strategies aligning collaboration platforms, identity architecture, governance models, and productivity workflows with emerging AI capabilities such as Microsoft Copilot and generative AI tools
- Identified knowledge workflow friction and digital workplace barriers that limit the effectiveness of AI-driven productivity initiatives in large organizations
- Developed practical frameworks for embedding AI into collaboration ecosystems (Microsoft 365, Teams, SharePoint) so automation and insights occur within existing work patterns
- Advise enterprise leaders on AI governance, productivity measurement, and organizational readiness required for sustainable AI adoption

AI PRODUCT DEVELOPMENT

SalesInsight — AI Sales Intelligence Concept Platform (Founder / Architect)

Designed and built an applied AI platform that transforms unstructured sales conversations into structured intelligence used for deal strategy, opportunity analysis, and proposal development.

- Designed structured Sales Intelligence Briefs that convert conversation data into strategic deal and execution insights

- Built a workflow architecture combining LLM-based analysis, structured output models, and automation to accelerate proposal generation and opportunity alignment
- Demonstrates applied use of AI to enhance enterprise knowledge workflows, decision clarity, and operational execution

PROFESSIONAL EXPERIENCE

Global Technology Consulting Firm | *August 2021 – Present*

Senior Solutions Architect — Enterprise AI Enablement & Digital Workplace

Advise global enterprises on digital workplace transformation, enterprise AI readiness, and secure cloud modernization. Lead strategic engagements aligning collaboration platforms, identity architecture, governance, and workflow design to translate technologies—including Microsoft Copilot and generative AI—into scalable operating models that improve workforce productivity and decision-making.

Selected Enterprise Engagements:

Global Investment Firm – Enterprise EUX Transformation Strategy

- Developed enterprise EUX transformation strategy spanning device lifecycle modernization, identity alignment, and collaboration governance
- Identified workflow friction impacting workforce productivity and guided discussions on future productivity enablement including emerging AI capabilities

Regional Healthcare System – Microsoft 365 Tenant Consolidation

- Consolidated multiple Microsoft 365 tenants into a unified collaboration platform reducing operational complexity
- Improved cross-organization collaboration through unified identity services

Global Insurance Provider – Security & Risk Governance

- Architected Insider Risk Management and Communications Compliance capabilities supporting regulatory obligations
- Strengthened governance visibility through Microsoft 365 E5 security controls

Global Financial Institution – Teams Compliance Architecture

- Designed and piloted Teams compliance architecture supporting retention, supervision, and policy enforcement
- Enabled regulatory recordkeeping and supervisory control workflows

National Healthcare Organization – Security & Compliance Assessment

- Assessed identity and data protection risks within Microsoft 365 environment
- Delivered prioritized remediation roadmap strengthening security controls

Large U.S. Financial Institution | *September 2019 – August 2021*

Enterprise Architect III, AVP — Enterprise Infrastructure (End User Services)

Domain architect responsible for modern workplace strategy across collaboration platforms, identity architecture, and workforce productivity services.

Defined enterprise technology direction supporting secure, scalable digital workplace services for a large financial services environment.

- **Cost Optimization:** Directed Microsoft licensing strategy generating **\$5M in savings** through persona-based optimization.
- **Modernization:** Developed Zero Trust identity blueprint and virtual desktop strategy for cloud-delivered workspaces.
- **Governance:** Led architecture governance for enterprise migration to Microsoft 365.

Large U.S. Financial Institution | *December 2015 – September 2019*

Technical Engineer IV, Bank Officer

Led technical architecture and delivery for enterprise collaboration modernization initiatives.

- Led enterprise Office 365 deployment enabling secure modern collaboration.
- Designed Azure AD Connect & Conditional Access supporting identity-as-a-service.
- Implemented MFA and governance controls supporting 20,000+ users.

Global Technology Services Provider | *October 2012 – December 2015*

Senior Messaging Engineer

Delivered large-scale enterprise messaging solutions supporting a global industrial environment.

- Migrated 120,000 mailboxes across global environment.
- Developed automated monitoring improving uptime and reducing incidents.

Enterprise Software Company | *January 2011 – October 2012*

Senior Technical Product Manager

Defined product strategy and technical architecture for enterprise monitoring solutions supporting Microsoft Exchange and SharePoint environments.

- Defined technical requirements for Exchange & SharePoint monitoring solutions.
- Influenced product roadmap through market research and customer insights.
- **Speaker:** Microsoft Tech-Ed North America 2012.

Global Services Organization | *September 2006 – December 2010*

Senior Global Messaging & Collaboration Engineer

Responsible for global messaging infrastructure supporting 100,000 users across multiple regions.

- Consolidated 82 global email systems into a unified architecture for 100,000 users.
- Designed disaster recovery and business continuity strategy.

EDUCATION

- **Master of Business Administration (MBA)** | SUNY at Buffalo
- **BS Management & Marketing** | Canisius College
- **AAS Business Administration** | Erie Community College