

Scott M. Gallant

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SUMMARY

Transformation and Operations Leader with 25 years of experience driving enterprise modernization through technology, AI-driven automation, and risk-aware innovation. Known for bridging legal, business, and technical domains to deliver measurable outcomes across Fortune 100 enterprises, startups, and public sector organizations. Combines deep expertise in governance, privacy, and product strategy to lead large-scale change while ensuring security, compliance, and operational resilience. Recognized for developing AI-enabled products and advising leadership teams on digital strategy, ethical technology, and organizational excellence.

Core Expertise: AI & Automation Architecture • Product Transformation • Digital Operations • Risk, Privacy & Compliance (GDPR, HIPAA, ISO) • Security Governance & Audit • Platform & API Integrations • Data Strategy • Change Leadership • Operational Excellence

EXPERIENCE

Keyed Systems LLC – Founder (2004–Present)

Lead digital transformation, development, product, AI automation, and governance engagements across healthcare, education, retail, hospitality, and public sector entities.

- **Directed enterprise transformation programs** integrating AI-driven automation, data strategy, and risk governance—advancing operational maturity, compliance, and innovation readiness.
- **Delivered AI-enabled workflow ecosystems** using OpenAI, Anthropic, Flowise, Voiceflow, Make, N8N, and e-commerce integrations, streamlining processes and customer experience across industries.
- **Architected governance and compliance frameworks** for Fortune 100 enterprises and government ministries, strengthening resilience across GDPR, HIPAA, CCPA, FERPA, FISMA, FedRAMP, ISO, PCI, and sector-specific safety standards.
- **Designed and deployed proprietary GRC and AI product suites**—including asset/inventory management, data classification, and IAM/KYC hardening tools—to enhance privacy, automation, and control environments.
- **Created and commercialized AI-based products** such as automated social publishing systems and fine-tuned RAG/LLM agents for assessments, workflow orchestration, and knowledge management.
- **Advised C-level leaders and government executives** on digital strategy, ethical AI, and transformation governance at enterprise and sovereign-state scale.
- **Founded and incubated spin-offs**, including *Senior6.com* (senior living operations management) and *LINQnetwork.com* (collaborative operational success platform).

Representative Clients & Engagements:

- **Pearson Education** – Privacy Director, UK-US Legal comms, GDPR strategy, CISO liaison
- **(Top 3 eCommerce)** – in-house privacy audits and compliance roadmaps for counsel
- **Quest Diagnostics** – IT outsourced support enhancements for 35+ sales/marketing systems
- **PriceMDs** – advanced cost-containment employer solution (prescriptions and imaging)
- **Public School District (various)** – internal/3rd-party security/privacy evaluations, trainings
- **Oklahoma (OSDE/OMES)** – security/privacy program for multi-dept data re-architecture
- **Mass Dept of Ed (DESE)** – BI/UX redesign and data integration of state reporting systems
- **U.S. Department of Education** – custom ontology browser and digital integration specs
- **K12 Inc.** – rapid child data privacy and compliance program audits
- **Barbados Ministry of Health** – designed COVID-19 response data-sharing protocols
- **APWU of USPS** – AI training. Union staff & leadership workflows, grievance/issue automation
- **Public Consulting Group** – multitenant student datastore & Google Apps Edu best practices
- **A4L / Student Data Privacy Consortium** – developed frameworks and industry standards
- **Healthcare & Hospitals** – KPI dashboards and operational maturity programs
- **Hospitality, Foodservice, Senior Living, Retail** – portfolio assessments, AI-enabled operations

XAFE LLC – *Co-Founder, Product Owner, Account Executive (2020–2023)*

Government of Barbados – Ministry of Health

- **Developed and launched** BIMSafe, a national SaaS platform adopted by all inbound travelers, unifying COVID-19 response across the Ministries of Health, Defense, Customs, and Tourism.
- **Oversaw program operations at secure entry points**, assuring safe and hospitable welcoming of tourists and returning citizens and directing efficient onboarding to digital tools.
- **Directed a 15+ international development and operation team**, delivering a coordinated pandemic management and digital entry systems under emergency conditions.
- **Built an integrated public-health threat-response suite** including quarantine and symptom monitoring, vaccine/test verification, BLE/WiFi/LTE-based tracking wearables, and citizen/tourist mobile apps.
- **Partnered with Google, Apple, and MIT PathCheck** to implement privacy-preserving exposure-notification frameworks and data-sharing protocols aligned with global standards.
- **Advised the Ministry of Health** on national policy and communication protocols for infectious-disease control, establishing the end-to-end digital health governance model.

Webshield, Inc. – *Vice President, Trust (2019–2021)*

Blockchain-based trust and distributed identification data authorization startup.

- Enabled **secure, person-centered data-sharing** through a Unified Trust Model used to govern identity and consent across sectors.
- **Built authority-partner programs** aligning global regulations with blockchain protocols; launch partners included the U.S. VA, Walmart, Ping Identity, and ForgeRock.
- **Directed cross-functional teams** in business development, technology integration, and compliance operations to scale adoption of privacy-preserving data frameworks.

Nike, Inc. – *Legal Privacy Analyst III, Data & Platforms (2017–2019)*

- Served as **Privacy gatekeeper** on all consumer data knowledge from global products.
- Legal liaison for **data personalization efforts**- bridging counsel, product, and engineering.
- Drove requirements for **privacy operations engine** with standardized controls, PII flowcharting, intake/reporting, and consumer data profiles (backbone of GDPR program).
- Conducted global privacy/risk assessments for ML, apps, e-commerce, and 3rd-party integrations; mitigated rogue data use.
- Partnered with legal and leadership on **privacy-by-design architecture**, data profiling, identity, and member acquisition/retention programs.

Mott MacDonald – *IT/Operations Director, Product Manager (2012–2013)*

- Re-engineered business processes, **increasing delivery 400%, cutting costs \$300K, and reducing resources 25%**.
- Developed roadmaps for product evolution, pricing models, and IP strategy.
- Partnered with Harvard to create **high-stakes teacher evaluation measures**, managing 100M+ student responses via SaaS platforms.

InBloom – *Solutions Architect (2013–2014)*

Non-profit middleware for education data interoperability.

- Directed requirements and design for multi-state “big data” systems product.
- Shaped privacy policies, authored white papers, and led solution evangelism.
- Facilitated Agile product methodology and cross-department reporting.

Choice Solutions (HMH)– *Presales Director (2006–2012)*

Education warehousing, portals, reporting solutions. IT provider (~\$9M portfolio).

- Build requirements/proposals, won/led **statewide education projects** (SLDS, RTTT, ARRA) using SQL, SharePoint, SAML, .NET, etc
- Advocated for **national standards** (FERPA, COPPA, data-sharing policy).
- Created predictive analytics software for student performance and retention.

Earlier Roles

- **Center for Educational Leadership & Technology** – IT Director, Education Commission of the States (2005–2006).
- **Massachusetts Dept. of Elementary & Secondary Education** – Analyst II, led statewide web portals, CMS, and integration projects (1999–2004).

EDUCATION, COMMUNITY & LEADERSHIP

- **Industry thought leader:** frequent speaker/writer on AI, privacy, cybersecurity, and digital transformation (Imagination in Action, MIT, IEEE, Harvard, industry groups).
- **Regulatory expertise:** maintain active mappings across global standards (GDPR, HIPAA, CCPA/CPRA, FedRAMP, NIST, ISO, FERPA, COPPA, PCI).
- **Consortia & standards engagement:** active in SDPC, Privacy Contract Framework, A4L, IEEE LTSC, T3 Innovation Network, ADL Initiative, and NIST committees.

- **AI & automation advocate:** sponsor of AI/tech labs, advisor to organizations on ethical AI adoption, and hands-on innovator in automation tools.
- **Credentials:** IAPP CIPP/M, IAPP CIPP/E; CISSP training.
- **BFA, University of Hartford** – Experimental Studio (1999)
 - Minors: Architectural Engineering, Graphic Design