

Resilience Ventures LLC

PRACTICAL IMPLEMENTATION FOR RESPONSIBLE TECHNOLOGY

CAPABILITY STATEMENT

Government and institutional services

RESPONSIBLE AI

WORKFORCE TRAINING

OPERATIONAL IMPLEMENTATION

COMPANY OVERVIEW

Resilience Ventures LLC helps public-facing organizations translate emerging technology, policy requirements, and organizational priorities into practical workflows, responsible-use guardrails, and measurable implementation. We support government agencies, libraries, colleges, workforce organizations, associations, nonprofits, and regulated service environments through training, facilitation, operational advisory, and implementation support.

CORE CAPABILITIES

- Responsible AI governance and acceptable-use frameworks
- Plain-language, role-specific AI literacy training
- Human-in-the-loop workflow and escalation design
- Bias, accuracy, privacy, and sensitive-data risk review
- Operational workflow assessment and implementation planning
- Manager enablement and train-the-trainer delivery
- Decision-to-execution facilitation
- Measurement of learning, behavior, capacity, and outcomes

DIFFERENTIATORS

- Connects operations, human safety, responsible AI, adult learning, and measurement
- Plain-language delivery for nontechnical, frontline, and public-facing teams
- Experience across operations, education, sales, customer experience, and multi-site leadership
- Implementation experience with practice-approved content, human-review boundaries, and provider escalation
- CPD-certified: AI Consultant · AI Ethics · AI in Healthcare · Trauma-Informed Care

SELECTED IMPLEMENTATION EXPERIENCE

39.7%

YEAR-OVER-YEAR
REVENUE GROWTH

Bilingual, human-bounded AI concierge implementation

Designed and implemented a bilingual English/Spanish AI concierge for a Georgia healthcare-adjacent practice. The system uses practice-approved content, human-review boundaries, PHI-avoidance guardrails, provider escalation, pre-care and aftercare resources, booking guidance, and accessibility considerations.

Across the broader 18-month operational engagement, the client achieved documented 39.7% year-over-year revenue growth and reached profitability for the first time.

This result reflects the broader engagement, not the AI concierge alone, and is not a guarantee of future performance.

MEASUREMENT APPROACH

01 BASELINE

Current time, errors, rework, capacity, risk, and workflow conditions.

02 LEARNING

Changes in knowledge, confidence, and decision quality.

03 BEHAVIOR

Adoption of approved workflows, review, escalation, and manager actions.

04 OUTCOMES

Capacity recovered, rework reduced, decisions completed, and service improved.

BUSINESS INFORMATION

LEGAL ENTITY AND OWNERSHIP

Resilience Ventures LLC | Ownership: Woman-owned

SUPPLIER PROFILES

State of Georgia | City of Atlanta

NAICS CODES

541611 Management Consulting | 611430 Professional Development Training | 541618 Other Management Consulting | 541512 Computer Systems Design

Supplier profiles and industry codes do not imply government endorsement, certification, contract award, or eligibility for every purchase.

BUSINESS BASE AND DELIVERY

Metro Atlanta, Georgia | Available nationwide, subject to scope

NIGP COMMODITY CLASSES

918 Consulting | 920 Data Processing and Software | 208 Software

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