Timothy Durr

(724) 630-0141
timothyjdurr@gmail.com

Summary

Change management and enablement leader who helps organizations adopt new technology and actually use it. 7+ years at Lowe's and Wells Fargo designing rollout strategies, training programs, and documentation for audiences ranging from frontline agents to the C-suite, including a customer resolution program that recovers $6M+ annually. Hands-on AI builder who designs and ships working tools with AI-assisted development, bringing a practical understanding of both the technology and the people being asked to change how they work.

AI Builds & Ventures

FlingStats Website

- Designed and built the player statistics platform for World League FlingGolf using AI-assisted development, including custom metrics such as Defeated Opponents Percentage. Integrated into the league's official website, containing data on 200+ players.

DeRoW Weather App

- Built with AI assistance. Combines real-time weather APIs with GPS routing to flag inclement weather along a planned trip.

CashFlow Financial App

- AI-assisted financial forecasting app for couples combining finances and planning joint budgets. Intakes expenses, income, and assets, and provides projections and forecasts for budgeting scenarios.

Experience

Lowe's Companies, Inc. - Lead Analyst, Digital Commerce (Enablement)
December 2022 - Present

- Conceived, built, and scaled a digital customer resolution program, recovering $6M+ in annual revenue by pairing process redesign with technical enhancements across 100k+ customer orders over 12 months.
- Authored the SOPs, technical documentation, and training that put the program into operation, standardizing execution and improving customer value by 20%.
- Partnered cross-functionally across Merchandising, IT, and Marketing to mitigate digital friction, ensuring seamless platform adoption and long-term user satisfaction.
- Introduced AI-assisted workflows to streamline ticket creation, reducing manual processes across the Order Resolutions team by 50%.

Lowe's Companies, Inc. - Sr. Analyst, Digital Operations & Support
June 2021 - December 2022

- Partnered with Merchandising and IT to ensure product catalog availability, site functionality, and feature adoption on Lowes.com, protecting 8-figure revenue streams during peak traffic events.
- Created and managed triage pathways, root-cause analysis training, and escalation playbooks for high-priority enterprise site issues, empowering frontline teams to minimize customer impact.
- Directed stakeholder communications for Tier 1 events (Black Friday) and major incidents, turning post-mortems into team training.

Lowe's Companies, Inc. - Sr. Communications & Change Management Analyst
January 2020 - June 2021

- Led an enterprise change management and enablement strategy for 2,000+ contact center agents adopting new tools and processes, lowering average process review time by 40% while increasing knowledge retention scores by 20%.
- Analyzed performance KPIs to pinpoint adoption gaps, then designed targeted training and coaching content to close them.
- Advised operational leadership on digital tool adoption, communication frameworks, and employee engagement.

Wells Fargo - Business Communications Analyst
September 2019 - January 2020
- Developed communication strategies and executive presentations with C-suite leaders for organizational initiatives.
- Partnered with process owners to document and roll out new financial technology initiatives across departments.

Lowe's Companies, Inc. - Business Process Analyst
June 2018 - August 2019
- Led internal communications and enablement for digital teams, creating standardized process documentation, digital training, and interactive issue playbooks.
- Coordinated cross-functional groups to align internal enablement messaging with external stakeholder touchpoints.

Education
Syracuse University - M.S. in Broadcast and Digital Journalism
Graduated: June 2015
Slippery Rock University - B.S. in Communications
Graduated: June 2013

Skills

- **AI Enablement & Change:** AI adoption strategy, change management, training and curriculum design, prompt guides and AI documentation, adoption metrics
- **AI & Technical:** AI-assisted development, Lovable, Gemini, Claude Code, prompt engineering, REST APIs, Jira & Confluence, data analysis (SQL, PowerBI)
- **Stakeholder Leadership:** Executive communication, cross-functional alignment, incident communications, SOP development