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From Tech Support to AI Trailblazer: Lessons on AI Adoption in Law Firms

Katie Langer · Tuesday, October 7th, 2025

In this engaging episode, Rob and Amanda welcome Melissa "Mel" Ballesteros, Manager of AI and Legal Technology Adoption at an international law firm. Mel takes listeners on her remarkable journey, from starting out in tech support and working in aviation, to becoming a legal technology trainer and now a leader in helping law firms adopt AI.

Mel explains the real-world challenges law firms face when adopting AI, from training and change management to leadership buy-in. She highlights how small and midsize firms can start with simple, high-value use cases like grammar checks, meeting summaries, and client call transcripts. She also emphasizes the importance of building communities inside firms and among professionals to share use cases for AI, learn together, and drive adoption.

You'll also hear Mel's take on her favorite AI tools, how lawyers' approach to training has changed, and her passion for empowering women in AI and cybersecurity through the Rockstar Women in AI community.

This episode is packed with insights, stories, and a little humor, and it'll leave you thinking differently about AI's role in the legal industry. So listen in!

About the Guest

Melissa Ballesteros

Melissa Ballesteros?is Manager of AI and Legal Technology Adoption at an international law

firm, where she leads AI adoption efforts. With nearly 15 years in legal technology and a background in IT training and aviation sales management, Melissa turns complex tools into practical, intuitive experiences for all. She co-founded the Rockstar Women in AI Community, a global initiative empowering women and helping them find their place in an AI powered universe. She also serves on the Board of Advisors for Altruva.ai, contributing insights on responsible AI adoption and meaningful human engagement.

Episode Resources

Melissa on LinkedIn

Rockstar Women in AI & Security Community

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