MATTHEW BOND

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Versatile leader with experience in Analytics, Artificial Intelligence, IT, Finance, Client Experience, Customer Success, Tech Sales and Consulting Services. Motivated by a passion to drive innovation that improves client experience or operational efficiency. Key strengths:

- Program innovation
- Executive engagement
- Client management
- Analytic & financial skills
- Machine Learning & Artificial Intelligence
- Technology strategy & execution

IBM

Program Director, Product Development – Data and AI   1/2019-Present
- Launched Db2 for AI Hub responsible for infusing AI & ML into Db2
- Provide leadership, performance management and technology to ensure quality of Watson OpenScale
- Drive employee engagement for 275 employees in the Littleton & Cambridge Labs

Program Director, Information Technology & Analytics - Analytics   2/2016-1/2019
Responsible for strategy, implementation and operations of technology, data, analytics, machine learning and AI for Customer Support and Product Development
- Launched machine learning team and created dashboard infused with machine learning insights that positively impacted customer churn, customer loyalty, product quality and revenue
- Assisted the creation of IBM cognitive enterprise data platform with first business use case
- Led implementation of Watson AI chatbot for IBM Analytics Customer Support
- Influenced the IBM Support AI and Digital Transformation strategy
- Evaluated, recommended, procured and managed allocation and costs of technology solutions
- Provided leadership for GDPR compliance across Customer Support and Product Development

Program Director, WW Customer Success & Intelligence – Business Analytics   4/2008-2/2016
Functional leader for a team up to 100 across 15 countries; Client Experience, Customer Success Management, Client Care, Analytics/Reporting, Post Implementation Consulting
- Implemented and led client experience management program across Analytics division while contributing to IBM's strategy
- Influenced executive action to improve client experience and drive client success
- Created and implemented next generation customer success program which reduced complaints and doubled the win rate for at risk clients.
- Managed technical teams responsible for client success and deal progression
- Formed global Client Care team focused on non-technical support issues
- Created and maintained business intelligence & reporting solutions

COGNOS CORPORATION

Director, Client Experience & Success   2/2007-4/2008
- Implemented and led client experience feedback and management system
- Led definition and implementation of customer success management program increasing adoption, satisfaction and revenue
- Received Cognos CEO's corporate leadership award

Client Director   3/2005-2/2007
Senior leader for consulting and education sales/operations for New England and Upstate NY
- Attained 150% and 170% of revenue quota, representing 100% and 50% year over year growth
- Led multiple $1M+ successful implementations interfacing with CIOs and VPs

- Generated $12 million in revenue by expanding client relationships, securing new accounts, strengthening partner network and improving partnerships with Sales
- Negotiated contracts with client's business, IT and legal teams
- Created and delivered presentations at user conferences

Manager, Financial Performance Management SWAT   2/2002-3/2005
Promoted to manage global escalation program for Financial Software division.
- Developed, implemented and evangelized escalation program throughout Cognos
- Triaged all customer escalations; coordinated Services, Sales, TechSales, Development, Product Management and Customer Support and provided the sole point of contact for clients in crisis
- Advised Product Management on product enhancements and field readiness initiatives
- Created, marketed and sold Consulting Services solutions
- Provided training to clients on Cognos Finance and Business Intelligence software

Senior Financial Analyst   2/2000-2/2002
Established Financial Analysis practice for North American operations
- Performed financial planning, analysis, budgeting and reporting for Services, Education, Subscription & Support and capital expenditures
- Led design and development of North American financial reporting and budgeting application and Services forecasting system
- Received President's Award for outstanding contribution

INTERNATIONAL DATA GROUP (IDG)
World's leading technology media, events and research company
Business Analyst   11/1997-2/2000
Administrator for multiple software applications and programmer/designer for revenue system
- Successfully managed multiple software upgrades and new projects

Financial Analyst   9/1996-11/1997
Established financial planning & analysis, forecasting and reporting practice
- Project manager for office expansions and software upgrades
- Developed models for new business development, revenue and attendee forecasts
- Negotiated capital equipment purchases

Financial & Operations Specialist   10/1995-9/1996
Responsible for budgeting, vendor management and operations management
- Renegotiated office supply contracts which reduced expenses by 50%
- Created performance measurements for sales persons and offices

EF EDUCATION
World leader in international education
Accountant   6/1995-10/1995
Assist CFO with monthly projections, product pricing, reconciliation and international consolidation

BUSINESS MATTERS, INC.
Financial software development firm
Financial Consultant   10/1994-6/1995
Develop financial models to be included in the product and ensure financial integrity of software

Bentley University, Bachelor of Science Degree in Finance