Matthew Bond

Chief Data Officer | Chief Information Officer | VP of Data & Technology
Massachusetts | +1(555)967-6425 | mbond@us.business.com | LinkedIn

SUMMARY

Matthew Bond is a 25-year expert and early pioneer of artificial intelligence and machine learning technologies. Matt's senior leadership experiences at IBM, Cognos, and IDG gave him the ability to research and develop artificial intelligence and machine learning technology to help organizations around the globe better understand their data. Matt has built teams of data scientists, researchers, technologists, and leaders for billion-dollar organizations to help organization strategize how best to understand and make business decisions from their information. Matt holds a bachelor's degree in finance and is eager to explore future C-level technology and senior leadership positions in Massachusetts.

SKILLS

Executive & C-Level Leadership	Team Building	Machine Learning	Data Governance
Cloud Technologies	Employee Engagement	Project Management	Data Collection and Quality
Data Strategy	Enterprise Data Management	Software Development	Leadership Development
GDPR	Enterprise Analytics	Customer Support	Agile Project Management
Data Warehousing	Data Architecture	Data Analytics	Artificial Intelligence
Research and Development	Metadata Management	Financial Reporting & Budgeting	Design Thinking

EXPERIENCE

International Business Machines (IBM)

Program Director, Product Development Data and AI — 2019-Present
- Responsible for employee engagement of 275 employees and the development and implementation of artificial intelligence and machine learning product into a $200M IBM database technology (Db2) group.
- Lead team that oversees performance management and support to ensure the quality of IBM Watson.
- Drive research and incubation of product innovations for IBM Watson.

Program Director, Information Technology & Analytics — 2016-2019
- Launched machine learning team and created dashboard infused with machine learning insights that positively impacted customer churn, customer loyalty, product quality, and revenue cycles.
- Assisted the creation of IBM cognitive enterprise data platform and led the implementation of Watson AI chatbot for IBM Analytics Customer Support.
- Evaluated, recommended, procured, and managed the allocation of technology solutions for $5B Analytics business unit.
- Provided leadership on global privacy regulations, specifically GDPR compliance, across Customer Support and Product Development teams.

Program Director, Customer Success & Intelligence – Business Analytics — 2008-2016
- Functional leader for a team of 100 across 15 countries responsible for: client experience, customer success management, client care, analytics/reporting, post-implementation consulting.
- Implemented and led client experience management program across $5B Analytics division.
- Drove a 73% reduction in Customer Support reporting footprint while reducing client escalations by 50%.
- Created and implemented a next-generation customer success program which reduced complaints and doubled the win rate for at-risk clients.
- Formed a global Client Care team focused on non-technical support issues to improve client feedback.

Cognos Corporation

Director, Technical Services — 2005-2008
- Responsible for consulting and education sales & operations for New England and received Cognos CEO's corporate leadership award.
- Generated $12 million in revenue by strengthening partner network and improving interlock with sellers.
- Attained up to 170% of revenue quota and represented 50-100% year-over-year growth.
- Negotiated and led multiple $1M+ implementations with CIOs, VPs, and corporate counsels at clients.

Manager, Financial Performance Management — 2002-2005

Senior Financial Analyst — 2000-2002

International Data Group (IDG)

Financial Analyst and IT Business Analyst — 1995-2000

EDUCATION

Bentley University, Bachelor of Science Degree in Finance