

JOHN MATHEW

jkmathew@gmail.com | linkedin.com/in/jkmathew

VICE PRESIDENT, PRODUCT MANAGEMENT

Trusted thought leader and product management executive with deep experience solving complex challenges and driving organizational transformation through innovative application of emerging technologies including artificial intelligence (AI), machine learning (ML), natural language processing (NLP), and unified communication and collaboration as a service (UCCaaS). Communicate seamlessly between business and technical teams to build consensus and aggregate data that fuels strategic decision-making. Drive change, engagement, and adoption through development of creative use cases and proven strategies that achieve company objectives.

AREAS OF EXPERTISE

- Product Development Strategies
 - Natural Language Processing (NLP)
 - Software & Platform as a Service (SaaS & PaaS)
 - Artificial Intelligence & Machine Learning (AI / ML)
 - Unified Communication & Collaboration as a Service (UC & CaaS)
 - Cross-Functional Team Leadership
 - Innovative Technology Solutions
 - New Business Development
 - Product Management
 - Thought Leadership
-

SELECTED ACCOMPLISHMENTS

- **Grew ADP's chatbot containment rate from 28% to 42% in 2022, enabling aggregate cost savings of \$38M across 13 departments despite 5X increase in customer interactions** by leveraging enhanced AI / ML models to increase accuracy and reduce escalation to live agents.
 - **Delivered \$1.2M+ in monthly revenue for Genband** by inventing patented strategy for omni-client infrastructure for virtual desktops adopted by JPMorgan across 120,000 distinct users; drove additional adoption across Verizon's public services sector as well as divisions within AT&T.
 - **Drove \$5M in incremental revenue within 1 year** by co-founding and leading Genband's platform as a service (PaaS) partnership with Kandy.io.
-

PROFESSIONAL EXPERIENCE

ADP Inc. / Roseland, NJ

2019–Present

Director – Chatbot, AI, UC & CaaS Product Development (2020–Present)

Promoted to lead strategic prioritization and development pipeline for organization's new chatbot platform supporting internal users, customers, and practitioners across all business units. Develop and maintain unique infrastructure required to support bot development, including tooling, reporting, and analytics. Lead creation of customer-facing AI models and chatbots to increase user engagement through automated voice chat, personal assistance, and reporting. Manage team of 25 internal and external resources, ranging from full stack developers, linguists, and chatbot and platform developers, to quality assurance support and Scrum teams across all US time zones. Maintain leadership of WebEx and WebEx Teams platforms, enabling individual team features and updates and creating infrastructure to support platform customization by business unit developers.

- **Realized \$11M reduction in customer support expenses in 2021 through highest-volume chatbot, driving containment rate of 42.3%** enabled by machine learning-driven chatbot accuracy.
- **Improved accuracy of small business services chatbot (company's largest such resource) from 24% to 38%** and drove internal human resources chatbot accuracy to 80%.
- **Enhanced chatbot performance for clients in human capital management (HCM) vertical** by collaborating with vendor partners at IBM to evaluate and develop alternate AI / ML architectural approach using Skunkworks. Built optimized team driving development of patent-worthy new technologies to support HCM practitioners.

UCaaS Product Manager / Business Analyst (2019–2020)

Recruited to drive enablement and adoption of WebEx and WebEx Teams as single enterprise-wide collaboration platform. Managed offshore development team of 6, optimizing rollout across globally dispersed organization, including migration from legacy systems and training of teams across all business units.

- **Positioned 74,000 global associates for seamless transition to COVID-19 work-from-home mandates and accelerated projected company savings of \$7M** by delivering launch, migration, and training of single-source cloud-based unified communication and collaboration platform within 9 months, surpassing projected timeline of 15 months.

JOHN MATHEW

jkmathew@gmail.com | linkedin.com/in/jkmathew

MEDX / Providence, RI

2018–2019

Founder & Chief Product Officer

Built and operationalized technology startup reducing potential for medical identity theft through aggregation of medical records and patient notification of new medical record activity. Collaborated with 2 founding partners to draft product requirements and company infrastructure, executing all initial company activities within \$15K budget. Recruited, onboarded, and managed 10 contracted resources, including offshore development team and domestic technology resource, to establish scalable, secure cloud-based microservices architecture and develop platform, prototype, mobile application, and fully integrated beta testing environment. Project placed on hold during fundraising phase due to government announcement regarding existing plans for similar initiative.

CAFEX COMMUNICATIONS (formerly THRUPOINT INC.) / New York, NY

2016–2019

Executive Vice President – Product & Strategy (2017–2019)

Promoted to serve on executive leadership team for professional services firm transitioning to software solutions startup. Accountable for full product portfolio with \$4M annual budget, managing end-to-end product strategy, life cycle, and roadmap development for cutting-edge communication and collaboration technologies. Supported business development partners by identifying product use cases to increase client engagement through increases in revenue or reductions in operating cost. Led 3 product managers and 80 offshore development staff supporting and refining 3 portfolio products: omnichannel chat and browse integration with Microsoft Dynamics; multispace and multimodality collaboration platform; and traditional co-browse platform used in conjunction with Cisco and Avaya systems. Defined and upheld internal resource planning, feature request, and development processes. Identified and analyzed key performance indicators to drive strategic decision-making.

- **Influenced shift in company focus for newly acquired UCaaS platform**, navigating prioritization challenges within leadership team to spearhead tailoring of solution to meet collaboration needs of specific client targets.

Vice President of Product Management (2016–2017)

Recruited to rejoin CafeX to lead product management and development teams supporting multiple emerging product lines.

- **Facilitated integration of CafeX's live chat and co-browsing capabilities into Microsoft Dynamics 365 Sales and launched company's all-time fastest-growing channel to market. Secured 72 customers within 3 months of launch, driving \$7M in incremental annual revenue.**
 - Demonstrated and trained solution to Microsoft sales team, providing comprehensive education on key value propositions and customer support capabilities.

GENBAND / New York, NY

2013–2016

Director – Emergent Platform & Enterprise Strategy (2014–2016)

Promoted to champion new product strategy for telecommunications hardware and software provider supporting both carriers and enterprise-level clients. Developed and executed product roadmap through leadership of 7–9 remote software development sprint teams; leveraged customer insight, usage, and interaction data to refine and improve products. Managed \$10M annual budget across enterprise strategy and product life cycle management capabilities.

- **Drove addition of 30 million customers into UCaaS cloud platform within 3 years** by converting enterprise-level academic and healthcare clients including Boston College, Cleveland Clinic, Miami State, and Kaiser Permanente to new solutions rooted in existing Nortel infrastructure.
- **Increased trial pipeline 10X** by realigning product development of SPiDR gateway from experimental project to purposefully solving industry challenges through WebRTC technologies.
- **Gained leadership buy-in and raised \$250K in funding** to fuel development of new product prototype within 1 quarter.
- **Expanded UCaaS platform to operate within broader range of telecommunication protocols and enabled native smartphone support through new mobile client.** Enabled client customization of user interface and out-of-the-box functionality while facilitating collaboration with new partner base including developers affiliated with Tech Mahindra, Kandy.io, AT&T, Deutsche Telekom, Barclays Bank, and CenturyLink.

Director of Enterprise Product Management (2013–2014)

Recruited to develop and execute strategic roadmap to convert and upgrade enterprise clients into Genband's cloud-based UCaaS solutions, leveraging client's existing Nortel infrastructure. Fueled sales team success through effective client engagement and sales strategies. Provided direct leadership to one product manager and work direction to matrixed team of 18 offshore developers located in Turkey.

JOHN MATHEW

jkmathew@gmail.com | linkedin.com/in/jkmathew

THRUPPOINT INC. (NOW CAFEX COMMUNICATIONS) / New York, NY

2009–2013

Director / Distinguished Engineer (2013); Senior Field / Sales Engineer (2011–2012)

Promoted to partner with company leaders to develop and pitch new business proposals to c-level Fortune 500 clients, driving broad engagement with industry-disrupting customer care and enterprise voice technologies. Evangelized developments in WebRTC and co-browsing solutions to expand and streamline client capabilities. Generated customer-facing solution design and architecture proposals, identifying and mitigating pain points while responding to client RFPs.

Consultant (2009–2011)

Drove comprehensive development and adoption of new technology solutions transforming end-user experience for cross-industry enterprise clients including Avaya, Bank of America, and Citibank. Devised and designed specific product use cases to enhance customer engagement and resolve client business challenges. Collaborated with marketing, product management, development, and innovation partners to define and execute product roadmaps.

- **Spearheaded \$1.2M engagement with Avaya, building and coordinating 10-member cross-functional team to develop sales playbook that guided carriers and enterprise customers through transition from legacy technologies to new Avaya communication platform, Aura Session Manager.** Led technical writers and diverse team of technicians through information gathering, assembly, and publication.

Additional Experience:

VERIZON WIRELESS – Product Management and Service Integration

ARKADIN – Senior Global Project Manager

VONAGE – Director and Innovation Lab Product Manager / Manager, Call Processing

EDUCATION

Boston University Metropolitan College; Boston, MA – **Coursework toward Bachelor of Science in Computer Science**

PATENTS

“Web-Based Client for Providing Real-Time Communications”

– US Patent No. US20170134471A1, Granted May 11, 2017

“Method and Apparatus for Group Calling in an IP-Based Communication System”

– US Patent No. US20140226536A1, Granted August 14, 2014

– US Patent No. US8374106B2, Granted February 12, 2013

– US Patent No. US20100150030A1, Granted June 17, 2010

“Method and Apparatus for Providing an Automated Shopping Service in a Telecommunications System”

– US Patent No. US20100165978A1, Granted July 1, 2010