

MATT BUSH, PMP, CSM

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PROFESSIONAL SUMMARY

AI Program Director and **PMP-certified delivery leader** combining a decade of **\$1B+ program oversight** with hands-on AI product delivery. Ships **autonomous workflows**, **LLM-powered SaaS MVPs**, and a production library of **custom Claude Agent Skills** (Anthropic's agent framework) that automate real operational work end-to-end.

CORE STRATEGIC PILLARS

- **AI Product Delivery:** End-to-end build and launch of LLM-powered SaaS products: prompt engineering, agent design, Twilio + LLM conversational flows, and full-stack deployment.
- **Agentic Skill & Workflow Authoring:** Author of a production portfolio of custom Claude Agent Skills and scheduled MCP-powered workflows, complete with evals, benchmarking, and triggering-accuracy iteration.
- **Governance & Program Leadership:** \$1B+ M&A integration, PMO leadership, and stakeholder orchestration across financial services, energy, and SaaS.

AI & TECHNICAL INNOVATION PROJECTS

Independent AI Founder & Product Builder

2025 - Present

- **LLM SaaS — Shipped:** Designed and launched an AI-powered SMS lead-capture SaaS for local service businesses: sub-minute auto-response, 24/7 AI qualification, live owner hand-off, and in-conversation calendar booking. Twilio + Anthropic/OpenAI middleware, per-client conversation state, multi-tier pricing, Netlify-hosted marketing/ROI site.
- **Claude Agent Skills — Production Library:** Authored a portfolio of custom AI skills used daily — photo-to-prospect intake, Google-review analysis & outreach bucketing, stock-digest generator, pre-prod readiness audit, SEO analysis — each with evals, benchmarking, and triggering-accuracy iteration.

PROFESSIONAL EXPERIENCE

Assistant Vice President | Voya Investment Management | New York, NY

Aug 2022 - Oct 2025

Senior Project Manager | Voya Investment Management

May 2020 - Aug 2022

- **AI M&A Integration:** Owned PM and integration strategy for a multi-million-dollar London-based M&A acquiring **Artificial Intelligence IP**; integrated founding partners and assets into Voya post-acquisition.
- **Large-Scale Orchestration:** Led the end-to-end integration of a large-scale M&A transaction valued at over **\$1 Billion** within a condensed 6-week timeline.

- **Platform Migration:** Executed the migration of a multi-million-dollar Sales/Distribution platform, utilizing Salesforce CRM to improve tracking accuracy and operational efficiency by **25%**.
- **Team Leadership:** Supervised and mentored a team of 4 professionals, fostering skill development and aligning efforts with organizational goals.
- **Fund Launch:** Successfully launched a **\$300M+ Alternative investment fund** with a complex legal and operational structure.

Co-Founder & Head of Product | Energy Gopher | New York, NY

September 2019 - April 2020

- **Autonomous Systems:** Defined a backend system to interface with energy suppliers, enabling **fully automated contract processing** with zero manual intervention.
- **Market Penetration:** Led the development and launch of a DTC platform for renewable energy contracts, driving adoption through targeted data-driven campaigns.
- **UX Optimization:** Optimized user experience and product features through data insights, increasing customer satisfaction and conversion rates.

Vice President, Financial Markets | Makosi (Client: BNPP) | New York, NY

April 2019 - September 2019

- **Global Implementation:** Managed a global Prime Brokerage platform upgrade integrating SWIFT messaging, resulting in **\$1.3B+ in new balances**.
- **Process Automation:** Automated Position & Cash reconciliation processes, saving **12+ hours per day (1.5 FTEs)** and improving transaction accuracy.

Co-Founder | Robotics Strategy Group | New York, NY

June 2018 - April 2019

- **RPA Orchestration:** Directed **Robotic Process Automation (RPA)** initiatives for diverse clients, reducing processing time across various stakeholder groups.
- **Workflow Architecture:** Developed detailed process flows and documentation to identify inefficiencies for automation and optimization.

Assistant Vice President, Financial Markets | Makosi (Client: BNPP / Deutsche Bank) *May 2015 - June 2018*

- **Cost Reduction:** Proposed and led a market data cost reduction initiative resulting in annual savings of **\$1.23 million**.
- **Process Optimization:** Optimized the existing client onboarding workflow, achieving a **66% reduction** in cycle time (from 3 weeks to 1 week) and eliminated duplicative efforts.
- **Data Governance:** Conducted a comprehensive audit of shared drive activity using **Varonis** to identify anomalies and enforce security controls.

TECHNICAL SKILLS & CERTIFICATIONS

- **AI Stack:** Claude (Agent SDK, MCP, Skills, evals), Anthropic/OpenAI APIs, Gemini, Lovable, Twilio ConversationRelay; prompt engineering, evals, system-prompt architecture.
- **Education & Certifications:** B.S. Business Management & Economics, Stony Brook University; PMP (2017); CSM (2019).