

SUMMARY

Mike is a strategic AI product leader with deep experience driving enterprise AI adoption, modernizing legacy systems, and delivering measurable business value in regulated environments. He is known for building governance frameworks, leading cross-functional delivery teams, and shaping the roadmap for AI/ML initiatives that enhance risk analytics, operational efficiency, and decision-making. Mike has a proven record of aligning engineering, data science, and business stakeholders to deliver scalable, compliant, and high-impact AI solutions.

EMPLOYMENT HISTORY

Manager, Enterprise AI Strategy, Fannie Mae via Potomac Point Group Jul 2022 - Present
Multifamily AI Program & Business Transformation

- **Strategy & Governance:** Established Fannie Mae's first Multifamily AI Use-Case Evaluation Framework, enabling consistent framing, scoring of value, feasibility assessment, and model risk determination across 13 functional areas. This framework created a unified governance pathway that reduced approval cycles by 60% while improving alignment between business stakeholders, engineering, infosec, and model risk. Built, prioritized, and maintained a scalable GenAI pipeline of 25+ use cases, driving executive decision-making on where to invest for maximum enterprise impact.
- **Technology Investment & Delivery Optimization:** Defined and operationalized a scalable AI delivery model, aligning internal build capabilities and external acceleration to optimize cost, speed, and quality. The model reduced time-to-production by 30% across four AI product launches.

GenAI Risk Analytics Platform (Enterprise Milestone)

- **Product Leadership & Operational Impact:** Directed delivery of the first GenAI-powered Multifamily analytics model, reducing workflow analyst review times by 50–65% and ongoing costs by 75%. The model enabled risk teams to assess the Multifamily portfolio using GenAI-derived risk signals, allowing early intervention on high-risk assets. This shift improved resource allocation and delivered an estimated annual loss prevention of \$1.25–5M. This initiative delivered scalable capabilities to the Multifamily portfolio by establishing foundational LLM pipelines to process unstructured source documents and store outputs for seamless downstream integration.
- **Technical Orchestration:** Served as GenAI model developer, designing and refining the model architecture to produce deterministic outputs. Through iterative evaluation, calibration, and prompt engineering improvements, I increased model accuracy to well above 90%, supporting enterprise adoption and leadership confidence in GenAI-derived analytics.

Application Modernization & Platform Transformation

- **Strategic Priority Oversight:** Led modernization of a mission-critical asset management platform supporting billions in multifamily risk exposure. The modernization improved system reliability, reduced manual processing time by 70%, and positioned the platform for long-term scalability.

- **Systems Analysis & Quality Leadership:** Designed and led the analysis of core business logic and testing strategy for the modernized platform, translating 100+ legacy business rules into a new application framework. To ensure accuracy and stability, I oversaw development of 500+ test cases and authored scripts to generate representative application data used throughout development and validation cycles.

Senior Business Consultant, Global Business Services, Qualtrics

Mar 2021 - Jul 2022

- **Executive Advisory:** Served as a trusted advisor to Fortune 100 clients, leading executive engagements that shaped customer experience transformation strategies and investment decisions. Through structured briefings and stakeholder alignment, I helped leaders prioritize root-cause issues and guide large-scale digital initiatives.
- **AI Analytics Delivery & Digital Strategy:** Led delivery of AI/NLP-driven analytics solutions that reduced issue detection time by 60% and generated \$3M+ in annual ROI by redesigning escalation models and operational workflows. Translated complex customer experience data into actionable insights, improving feedback sentiment by 20%.

Product Owner, Business Technology Office, USAC

Mar 2019 – Mar 2021

- **Product Ownership & Audit Enablement:** Directed Agile delivery of financial and compliance reporting tools that supported 100+ grant auditors overseeing FCC-administered funding programs. The tools improved data accuracy and reduced monthly reconciliation effort by 40%, enabling auditors to more efficiently validate fund usage and compliance.
- **Process Engineering & Workflow Modernization:** Replaced legacy manual workflows with modernized dashboards and automated checks, cutting audit cycle times by 25–30%.

Senior Analyst, Regulatory Risk & Compliance, Trelia Risk Advisors

Apr 2016 – Jan 2019

Financial Advisor, Wealth Management, Northwestern Mutual

Aug 2015 – Apr 2016

EDUCATION

M.S. Computer Science, Georgia Institute of Technology, GPA 3.7

B.S. Economics, George Mason University, GPA 3.9