# JOHN CONNOLLY

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*AI product manager and former technology strategy consultant with 8+ years delivering products and enterprise transformations. Led ChatGPT and Claude integrations, designed MCP tools, and built evaluation processes for agentic experiences. Combines technical judgment, executive stakeholder management, and cross-functional delivery to solve complex customer problems in regulated environments.*

## EXPERIENCE

**AMERICAN EXPRESS (AMEX)** **New York City, NY**
**Senior Product Manager, Agentic Partner Experiences | Amex Digital Labs** **2026-Present**

- Defined product strategy, development path, and launch readiness for the American Express ChatGPT Plugin, Amex's first branded agentic plugin, with Amex Offers as its initial use case; partnered directly with OpenAI and aligned engineering, design, partnerships, legal, privacy, and security teams on customer journeys and technical decisions
- Led the 12-week, zero-to-one launch of Resy's agentic discovery and booking integrations in ChatGPT and Claude, working directly with OpenAI and Anthropic and defining MCP tools for availability, venue validation, booking, error handling, and telemetry
- Built an automated evaluation suite for Resy's AI dining experiences using a synthetic scenario set, tool-call and MCP logs, and LLM assisted review; handed off tooling and analytics guidance so the next product owner could run ongoing quality reviews

**Data & Analytics Manager | US Consumer Card Premium Product Analytics** **2024-2026**

- Owned membership services analytics for the 2025 Platinum Card Refresh, aligning KPIs and resolving data discrepancies with 15+ partner teams to deliver executive reporting for product and operations decisions
- Identified a gap in benefit governance and partnered with product, risk, and engineering to design and implement controls that caught a Resy credit over-bonusing defect (costing ~$13K/day) within 72 hours, an issue previously undetected for 43 days
- Designed and launched three enterprise analytics products, including a dynamic customer profiling application and Resy Venue/Spend dashboards, enabling 35+ users to monitor behavior, detect issues, and inform product decisions

**ACCENTURE** **Philadelphia, PA**
**Technology Consulting Manager** *(Accelerated Promotion)* **| Technology Strategy & Advisory** **2020-2022**

- Architected Accenture's Responsible Data & AI Principles to improve data/AI risk and compliance and proactively align with emerging regulatory changes. Gained buy-in from 40+ executive stakeholders across the data, AI, legal, and PR teams, integrated the principles into Accenture's Chief Data Office, and road mapped a firm-wide launch to 721,000+ employees
- Led six engineering and legal experts to shape ethical national digital identity solutions/guidance around geopolitical, regulatory, and technical constraints; embedded the resulting guidance in sales and quality-control processes across 23 Accenture regions
- Upgraded a cable provider's B2B marketing data flows and integrated third-party sources, reducing campaign onboarding time by 90 days and increasing customer contactability across two or more channels by 75%

**Technology Consultant, Senior Analyst, Analyst | Technology Strategy & Advisory** **2016-2020**

- Interviewed 25+ senior stakeholders across 7 countries to define requirements for a global AWS-based data platform at a Fortune 100 consumer brand; synthesized inputs into a $30M+ multi-year platform roadmap approved by executive client leadership
- Built and defended a $50M+ business case, staffing profile, and rollout plan for a large-scale procurement platform transformation, balancing technical tradeoffs, operating-model impacts, and executive priorities; secured full funding from the CEO/CFO
- Led product discovery, requirements definition, and delivery of a SQL-based data quality platform monitoring SAP master data across 47 plants; gained PRD approval, partnered with engineers, and delivered tooling savings of ~4.5K labor hours annually

## EDUCATION, SKILLS, PROJECTS

**THE WHARTON SCHOOL, UNIVERSITY OF PENNSYLVANIA** **Philadelphia, PA**
***Master of Business Administration; Major in Management; Palmer Scholar (Top 5% of Class) – 3.92 GPA*** **2022-2024**

- Leadership: Co-President, Wharton Follies (led a $150K annual theatrical production); Trek Leader, Wharton Outdoors Club
- Analytics Fellow: Led 6 students in building a real-time digital payment ML fraud-detection model; identified 99.2% of fraud cases

**THE PENNSYLVANIA STATE UNIVERSITY** **University Park, PA**
***Bachelor of Science in Chemical Engineering, cum laude; Schreyer Honors Scholar – 3.81 GPA*** **2012-2016**

***Technical Skills***: Python, MCP (Tool Design/Evals), SQL, AI-assisted code development (Claude Code, Codex), BigQuery, Snowflake
***Selected Projects***: MCP Lab (server testing, versioning, access controls), Castle Crest (Plaid-connected budgeting and spend analytics)