

MATTHEW CLARK

Senior Product Manager | Enterprise Platforms | AI-Enabled Workflow Automation
Pittsburgh, PA | 412-996-4999 | matt@matthewclark.io | linkedin.com/in/matthewclarkio

SUMMARY

Senior Product Manager who turns complex frontline service workflows into enterprise automation. At Comcast, owned account-integrity, credit, collections, and appointment automations on a team credited with **eight-figure annual savings**. Brings enterprise consulting experience (CGI), product design and front-end engineering skills, and hands-on AI prototyping.

EXPERIENCE

Comcast — Senior Product Manager (Contract)

Sept 2024 – Present

Workflow-automation team (RPA, agentic AI, LLMs, APIs) building frontline-agent automations; partnered with 7 engineers and 8 PMs/POs. Owned account integrity, credit escalations, collections, and appointment management.

- Delivered AI-enabled automations that handle **20–80% of each workflow** with human-in-the-loop review at **90%+ accuracy**, on a team credited with **eight-figure annual savings**.
- Took over a stalled account-integrity initiative (**6 months, no progress**) and shipped it in **four quarters, retiring two high-risk legacy tools**; now used **thousands of times daily**, it eliminated agent escalations and passed the team's first security audit.
- Launched appointment management, shifting escalated work to **Tier 1 and partner agents**; then traced sync failures to an aggregator API and drove the switch to the source of truth, cutting failures from **10–12% to near zero** and handle time **14%**.
- Cut design time **in half** and delivery **20%+** by introducing work sizing and phased design handoffs so engineering could build in parallel; **adopted as the team standard**.
- Launched collections automation supporting Comcast's shift to a **customer-lifetime-value** strategy (credits, forgiveness, payment plans), aligned with Xfinity.com and Visa consultants; design finished in **8 weeks vs. a typical quarter**.
- Built a single **product board** that onboarded new stakeholders in **30 minutes**; trained **2 PMs and a PO** on my FigJam workflow-mapping method; spearheaded the first **Paths design system**, now **adopted by the full design team**.
- Stopped a returns automation at kickoff ahead of a policy overhaul, **avoiding ~2 quarters of wasted design and dev work**.

PDMA Pittsburgh — Vice President of Outreach (Volunteer Board)

Sept 2024 – Present

- Lead partnerships connecting companies, universities, and startups with one of the world's largest PDMA chapters; secure **ProductCamp Pittsburgh** sponsors and set the chapter's outreach OKRs.
- Moderated the **CMU MSPM** event, hosted a **CMU HCI workshop**, judged **CMU Product Wars**, and advised on CMU's upcoming **AI PM degree**; host **Productoberfest** (2 yrs) and PDMA's ProductCamp table (3 yrs).

MatthewClark.io — Founder, Product Consulting

Jan 2021 – Present

- Led **MedHound**, a nonprofit medication-shortage finder; built a **working prototype** and mapped pharmacy API partners.
- Building **ProcessOS**, an AI-powered platform that serves as the **source of truth for an organization's processes** and recommends root-cause fixes and automations using the best-fit technology, **AI or not**.
- Set pricing and growth strategy for an indoor golf business, growing revenue **50%** and adding **~5 new clients per week**; now launching memberships to build customer lifetime value.

CGI — Product Consultant (Product Design & Front-End Engineering)

Jun 2021 – Sep 2023

- Led developer research (surveys, interviews, synthesis) for the **FirstNet API platform**; turned findings into roadmap priorities that lifted **third-party developer engagement 20%** (API usage).
- Expanded **AT&T's company-wide Chief Data Office platform** beyond PhD data scientists with **persona-based UIs** for business managers and a **gamified rewards system** paying redeemable coins for defining data schemas and use cases.
- Mapped **100+ current-state and 150+ future-state workflows in one month** for a State of Arizona system rollout.

Earlier: Founder, Tech Serving Society (Civic Hackathon winner) · VP Marketing & BD, TeraSwitch, Tekovery · COO, Evolution E-Cycling

SKILLS, CERTIFICATIONS & EDUCATION

Product: Product strategy, AI & automation, PM coaching, discovery, workflow mapping, roadmapping, OKRs/KPIs, Agile/Lean

AI & Prototyping: Claude Code, Codex, Lovable, Supabase, Figma Make, OpenAI/Anthropic APIs; Claude, ChatGPT, Gemini, Copilot

Data & Tools: SQL, Power BI, Tableau, Jira, Confluence, GitHub, GitLab, Figma, FigJam, Adobe Experience Cloud (AEM, AJO, AEP)

Certifications: Product School: AI PM, Agentic AI PM, Claude Code, Codex, Product Leadership, Product Strategy · PSPO I · CSPO

Education: B.A., Economics, Political Philosophy & French — Wheeling Jesuit Univ. · Full-Stack Development — Academy Pittsburgh