**Matt Cohen, PhD**

**Senior Operations Executive/Professor of Business**

**Education & Credentials**

**Doctorate of Philosophy (PhD)**, Leadership, Carolina University, Winston Salem, NC

**Master of Science (MS)**, Management, Minot State University, Minot, ND

**Bachelor of Arts (BA)**, Business Communications, Jones International University, Centennial, CO

**Associate of Applied Science (AAS)**, Criminal Justice, Community College of the Air Force, United States

**Notable Publications & research**

* Published Book: Just a Little Better: A leader’s guide to becoming “just a little better” every day, Greater success at work, at home and in our communities. (A top 5% seller on Amazon for several weeks in 2019)
* Academic Article: Leadership in the Marketplace: How Leadership Education and Experience is Influencing the Success of Students and Organizations
* Research Study: Singularity of Thought: a Correlative Study of the Mindfulness of Senior Telecommunication Executives and their Perceived Leadership Style

**Professional Experience**

**Humana Healthcare**, Austin, TX **2021 – 2023**

**Segment Vice President: Military Benefit Service Operations**

Delivered executive leadership to Benefit Service team supporting the US Defense Health Agency (DHA) TRICARE (East) Healthcare Military contract. Led full-scale operations group in facilitation of efficient benefit services to over 6.5M active duty, retiree, and family Beneficiaries.

* Member of executive leadership council (with full security clearance), working directly with Senior Military and Congressional oversite personnel, effectively meeting active contractual obligations, while continuing to negotiate multi-year extensions and new award opportunities.

**Charter Communications**, Austin, TX **2017 – 2021**

**Regional Vice President of Commercial Sales** 2021

Oversaw full sale cycle organization accountable for the state of Texas and New Mexico with teams located throughout the region specializing in Multi-Dwelling Housing and Mixed Commercial use properties.

* Partnered with multiple business units within the Commercial sales organization assisting in the integrations and evolution of new training and marketing methods throughout the United States.

**Vice President of Customer Service and Sales Operations** 2017 – 2021

Directed performance of 1800+ international omni channel personnel supporting a multi-state customer footprint. Provided full executive oversite of Training, HR, Workforce Management, Facilities, IT, and Digital Product integration team.

* Spearheaded projects, developed, and launched digital self-service, and 3 billing system conversions, implementing a revamped career progression program, and establishing multiple employee engagement/incentive programs.
* Exceeded P&L expectations each quarter by delivering financial results that surpassed forecasted expectations and previous high water mark run-rates, allowing for greater investment in technology and employee engagement initiatives.

**Comcast NBc UNIVERSAL**, Boston, MA **2013 – 2017**

**Vice President of Customer Service, Retention and Operations**

Presided over the Service and Retention Organization, consisting of a reporting structure with over 1.3K customer care and sales professionals across 11 global sites supporting more than 1.9M subscribers related to (Video, HSD, Phone) Repair, Billing, Sales, and Customer Retention.

* Partnered with Human Resources, initiating a Career Progression and sales incentive programs for frontline staff, which created a new tier-based organizational structure that leveraged skills/expertise to deliver an enhanced customer experience.
* Collaborated with the CEB Group / Gartner, devising, and deploying a companywide Change Management program (ADKAR) with goal of introducing and strengthening the Xfinity product and brand.
* Maintained an executive partnership with members of the regional leadership team, managing and maintaining capital budgets, financial P&L performance, and strategic marketing efforts.
* Initiated and deployed new routing strategies designed to segment customer population increasing customer satisfaction, engagement, and retention through both traditional phone support and introduction of expanded digital self-service and virtual support.

**United Healthcare**, Houston, TX **2011 – 2012**

**Senior Director of Provider Operations**

Charted successful course of 7 contact centers in the management and compliance of a 27-state Medicaid and Child Health Insurance service organization, aiding a network of more than 50K healthcare providers.

* Structured and implemented numerous initiatives, including over 20K hours of training related to new methodology of supporting major healthcare systems. Improved processes resulted in increased claim accuracy and substantial escalation reduction.

**T-Mobile USA**, Brownsville, TX **2010 – 2011**

**Director of Sales and Customer Care**

Guided strategic performance of Bilingual Sales and Customer Service across multiple Contact Center locations supporting a variety of mobile plans and products.

* Cultivated and fostered a partnership with external Vendor (Richardson) in full conversion training, migrating entire customer operations team from customer service only group to service and sales organization.

**Dish Network**, Multiple Locations  **2000 – 2010**

**Director of Customer Operations / Training & Development / National Sales**

Appointed to hold multiple senior level roles within Customer Service Operations, Commercial Sales, and Training and Development. Directed all operational, customer service and sales activities of a 900 person Call Center managing all support business units within location.

* Oversaw performance and selection of Business Partner Organizations (BPO), expanding Dish Networks Contact Center Operation from 7 to 13 locations.
* Implemented online support and sales portal (Dish.com) to over 8M subscribers nationwide, resulting in foundational and first iterations of a streaming service (Sling TV) and a digital self-service tool.
* Launched customer support operations in the Philippines and India by introducing an outsourced resource training program and collaborating with consulting vendors to ensure optimal ROI.
* Carried out alignment of objectives as National Training Director and General Manager accountably for training and development of all call center personnel across multiple locations in the US, supporting several lines of business, including commercial account support, technical support, sales, retention, and new product advanced support.

**Additional Professional\Academic Experience**

**Southeastern University** **2017 – 2024**

**Professor of Business, Marketing, and Leadership**

**Tropical Smoothie Café,** Central Texas **2020-Present**

**Owner\Investor**

**Military Experience**

**United States Air Force**, various locations

**Nuclear Security / Law Enforcement, 4 years**

Desert Storm era Veteran enforcing non-fly zones during Operation Southern Watch, earning 2 Achievement medals. Selected by the Office of Special Investigations (OSI) to handle anti-terrorism initiatives in the Middle East.

**Professional Affiliations**

* Member, Association of Talent Development, Austin Chapter
* Executive Sponsor, Comcast Veterans Employee Resource Group
* Executive Co-Chair, Charter Communications Veterans Business Resource Group
* Board of Directors, Veterans Count (Easter Seals)
* Board Member, Sugarland / Houston Municipal Investment Committee
* Board of Directors, Alzheimer’s Association of Southeast Texas

**COMMUNITY involvement**

* Volunteer, Austin City Foodbank
* Mentor, Jobs for Life