

GEOFFREY FONGA

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PROFESSIONAL SUMMARY

Executive leader with 15+ years of progressive leadership experience driving enterprise technology adoption, organizational change management, and AI/GenAI enablement across global Fortune 500 organizations. Currently leads DataRobot's global AI Success Engineering function, directing multi-regional, globally distributed teams that drive platform adoption, role-based training, and value realization across a \$100M+ ARR portfolio. Former McKinsey Senior Engagement Manager who led \$100M-\$1B enterprise transformation programs — building portfolio governance models, change readiness and communications frameworks, and success measurement standards that turned technology investment into sustained, adopted business outcomes. A systems thought leader who simplifies complexity and translates cross-functional strategy into disciplined execution, with a consistent track record of aligning senior executives, building high-performing global teams, and scaling adoption of new technology and AI capabilities across the enterprise.

EXPERIENCE

Global VP, AI Strategy & Success Engineering

2026 – Present

DataRobot · Austin, TX

- Lead DataRobot's global AI Success Engineering function, owning enterprise-wide adoption, enablement, and value realization for GenAI, LLM, and AutoML platforms across 200+ enterprise accounts
- Build and lead a multi-regional organization across Americas, EMEA, and APAC, establishing operating rhythms, accountability structures, and performance metrics across a distributed global team
- Design and scale enterprise AI enablement programs — including adoption frameworks, role-based training playbooks, use-case libraries, and success measurement criteria — that accelerate time-to-value and sustain platform usage well beyond initial go-live
- Own customer health, retention, and expansion KPIs; built telemetry and feedback-loop frameworks that connect platform usage data to adoption outcomes and continuously optimize enablement content
- Serve as executive voice of the customer to Product and Engineering leadership, translating field enablement insights and change-readiness signals into GenAI roadmap prioritization
- Design governance structures, delivery playbooks, and continual service improvement practices that bring consistency, reliability, and executive-level visibility to enterprise-wide AI adoption initiatives
- Sponsor and scale customer-facing champion and enablement networks that extend AI adoption and reinforce best practices at the edge of client organizations

Senior Engagement Manager

2019 – 2026

McKinsey & Company · North America

- Delivered 10+ enterprise transformation engagements over 7 years across banking, capital markets, logistics, and technology — managing programs from \$100M to \$1B in scope with direct accountability for portfolio governance and execution
- Led cross-functional teams of 5–15 consultants and client staff per engagement, advising CEOs, CIOs, and CTOs on operating model design, technology adoption, and multi-year change roadmaps
- Designed and launched a full-scale digital and technology transformation for a major North American logistics company — building a new product operating model, enterprise governance standards, and a Data Center of Excellence, including executive-level hiring and organizational design
- Led change management for a \$1B+ capital markets infrastructure modernization at a Wall Street client — running change-impact analysis, stakeholder communications planning, and readiness assessments to drive adoption of new trading and asset management platforms across the organization
- Spearheaded creation of a Banking-as-a-Service unit for a top US bank from inception to operational launch — designing change readiness assessments, role-based training, and success measurement criteria that ensured adoption held beyond go-live across technology, compliance, and product teams
- Designed and implemented enterprise AI/ML governance standards for a global investment bank, using user-centered design principles to keep controls usable for frontline teams — reducing operational risk exposure by 10%+, strengthening regulatory compliance, and averting an estimated \$20M+ in potential remediation costs
- Built and deployed AML and customer lifecycle AI models for a global bank, and led the enablement, training, and communications programs that drove business adoption — contributing to double-digit improvement in marketing-to-acquisition conversion

Wells Fargo

2015 – 2019

San Francisco, CA

Vice President, Data Science (2017 – 2019)

- Led a team of quantitative analysts and PhDs delivering ML-driven consumer lending models across credit card, auto, student loan, and personal products — enabling risk-adjusted pricing and supporting portfolio growth across a multi-billion-dollar book of business
- Partnered with business stakeholders to translate model outputs into adopted, operational decisioning processes across acquisition, account management, and collections

Credit Risk Modeling & Analytics Consultant (2016 – 2017)

- Developed credit risk scorecard models for mortgage and consumer real estate products, reducing default rates by 10%
- Monitored scorecard performance and adjusted credit risk strategies based on portfolio KPIs

Credit Risk Associate (2015 – 2016)

- Built Home Mortgage statistical models using SAS and FICO Scorecard Professional
- Improved fraud detection accuracy by 20% through strategic adjustments to fraud scoring models

Financial Engineer

2012 – 2014

MidFirst Bank · Oklahoma City, OK

- Developed Monte Carlo simulation models for PD, LGD, and EAD on commercial real estate loans — improving forecast accuracy and capital efficiency by 25%, directly informing credit strategy and regulatory capital allocation under Basel II AIRB
- Lead programmer on the bank's Basel II Advanced Internal Ratings-Based (AIRB) implementation, partnering with risk and compliance teams on rollout and adoption

Sales & Service Specialist

2010 – 2011

Bank of America · Oklahoma City, OK

- Managed a diversified financial products portfolio spanning credit cards, CDs, IRAs, deposit accounts, and personal loans
- Drove a 10% boost in branch revenue through consultative sales and client relationship management

ADDITIONAL AI ENABLEMENT EXPERIENCE

Founder & CEO — Groupe Fonga LLC (AI Strategy & Consulting)

- Built an internal agentic AI workforce system with a governance dashboard, observability tooling, and workflow automation — designed and deployed to enable non-technical teams to adopt AI-driven processes
- Developed AI use-case and enablement materials for clients evaluating GenAI and automation adoption across operational workflows

SKILLS

Enablement & Change: Organizational Change Management (OCM) · Change Readiness & Impact Analysis · Digital Adoption Strategy · Training & Capability Building · AI/GenAI Enablement · Portfolio & Program Governance · Operating Model Design · Success Measurement · Executive Stakeholder Alignment

Leadership: Global Team Leadership · C-Suite Advisory · Cross-Functional Program Delivery · Customer Success Strategy · Revenue Expansion · Risk & Compliance Governance

Technical: Generative AI (GenAI) · Large Language Models (LLMs) · Agentic AI · Machine Learning · Python · SQL · Statistical & Risk Modeling · SAS

EDUCATION

Master of Science — Applied Mathematics & Finance

University of Tulsa · Tulsa, OK · GPA: 3.9

Bachelor of Science — Business Administration & MIS

East Central University · Ada, OK · Summa Cum Laude · GPA: 4.0

CERTIFICATIONS

IBM GenAI Certified · AWS Certified Cloud Practitioner · Azure Data Scientist · Certified ScrumMaster · SAS 9 Certified Programmer · FinOps Certified Practitioner

LANGUAGES

Native bilingual speaker of English and French