

ERIC MURRAY

Product Director - AI Platform Strategy & Go-to-Market Leadership

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EXECUTIVE SUMMARY

Strategic AI platform leader with 25+ years driving innovation across Financial Services, Government, and High-Tech industries. Proven expertise building and scaling AI products from concept through enterprise adoption, with GTM strategy, customer discovery, and cross-functional leadership experience. Currently leading GenAI platform development serving large tier-one financial institutions with demonstrated success translating complex AI capabilities into market-ready solutions that drive operational efficiency.

STRATEGIC COMPETENCIES

Go-to-Market & Sales Leadership

Platform Strategy & Roadmap | Market Analysis | Customer Discovery | Complex B2B Sales Cycles | C-Suite Presentations | Strategic Partnerships | Revenue Growth Strategy

AI Platform Development

Generative AI Solutions | Agent Orchestration | Data Science & Analytics | MVP Development | Product-Market Fit | Cross-functional Team Leadership

Operational Excellence & Market Engagement

Process Automation | Workflow Optimization | Industry Evangelism | Strategic Demos | PoC Execution | Stakeholder Alignment

LEADERSHIP EXPERIENCE

SYMPHONYAI | SF, CA (Remote) | Jun 2017 – Oct 2018, Dec 2019 – Present

Product Director – Generative AI, Financial Services | Jun 2023 – Present

- Leading development of breakthrough GenAI solutions: Case Manager (GA) and Agent Platform (MVP) with orchestration engine
- Driving comprehensive GTM strategy from requirements gathering through engineering execution aligned with sales objectives
- Engaging and driving complex sales cycles with tier-one institutions including C-suite presentations at Visa and Morgan Stanley
- Key contributor to SymphonyAI Financial Services earning Microsoft Partner of the Year (2024)

Vice President, Technical Services | May 2021 – Jun 2023

- Led customer success and technical delivery operations, driving operational efficiency through AI-powered workflow automation

- Managed cross-functional teams (4-8 members) for data science implementation and platform deployment
- Delivered measurable operational improvements earning promotion based on performance

Technical Director, Public Sector | Jun 2017 – Oct 2018, Dec 2019 – May 2021

- Led government-focused initiatives and technical sales efforts for Topological Data Analysis in Defense and Manufacturing across seven Symphony portfolio companies
- Partnered with sales teams delivering strategic demos and aligning platform capabilities with customer missions

C3.AI | McLean, VA | Oct 2018 – Dec 2019

Forward Deployed Solutions Engineer

- Partnered with enterprise customers translating requirements into detailed product definitions and MVP development
- Served as technical expert during customer engagements supporting complex sales cycles

EYES ONLY SYSTEMS | Reston, VA | 2013 – 2017

Vice President / Co-Founder

- Co-founded software startup targeting government and law enforcement markets, leading product vision and engineering
- Secured beta testing agreements with DHS and state law enforcement agencies

EARLY CAREER PROGRESSION | 2000 – 2013

Scaled operations and led technical initiatives across **Apogee Integration (COO/VP Services)**, **Raytheon (Program Manager)**, and engineering roles at **BAE Systems, Analytical Graphics, and Adroit Systems**.

KEY ACHIEVEMENTS

Microsoft Partner of the Year – Contributing leader for SymphonyAI Financial Services recognition (2024)

Superstar in AI – SymphonyAI individual recognition (2023)

National Intelligence Citations – McCone Technical Award (CIA DS&T) and Meritorious Unit Citation (DNI)

Entrepreneurial Success – Co-founded startup with DHS partnerships and government contracts

Platform Migration Leadership – Successfully transitioning large tier-one financial institutions to next-generation AI platform

EDUCATION & CREDENTIALS

Master of Engineering | North Carolina State University (2002-2005)

Bachelor of Science, Mechanical Engineering | University of Virginia (1996-2000)