Fuld Group — One-Sheet PDF

Header: Fuld Group
Program Management • Big Data • Customer Experience
Principal Consultant: Jonathan Fuld

Contact: Email: consult@fuldgroup.com
Phone: (855) 777-8998
Website: www.fuldgroup.com

Who We Are: Fuld Group provides high-impact consulting for enterprise clients and consulting firms. With $30M+ measurable results, we help organizations transform programs, modernize Big Data platforms, and optimize customer experience. Led by Jonathan Fuld, author of *12 Lessons in Big Data*, we deliver structured solutions that scale.

Core Services:

Program & Project Leadership - Turnaround stalled projects to on-time, on-budget delivery - Portfolio & PMO setup for complex global initiatives - Stakeholder management across all organizational levels

Big Data & Analytics - Terabyte-scale BI & Data Warehouse modernization - Data lineage, quality, governance, and architecture - ETL & AI/IoT integration for actionable insights

Customer Experience Optimization - CX redesign, retention & engagement improvement - Metrics-driven KPI dashboards for measurable results - Integration of data insights into operational excellence

Advisory & Fractional Leadership - Short-term, high-impact executive support - Coaching for internal PM teams & leadership - Independent consulting for firms & direct clients

---

Proven Impact / Case Studies:

DirecTV - ~$33M bottom-line impact on $2.5M investment - Established DMAIC discipline and KPI dashboards - Optimized CX across self-help, truck roll reduction, and retention

Toyota Financial Services - Managed 6 TB/day data streams & BI quality upgrade - Built Global Shared Services PMO & Center of Excellence - Directed analytics innovation for Connected Car & IoT

Kaiser / Medicare - Oversaw Medicare ETL solution impacting 1M+ members - Improved data quality & financial reporting - Enhanced member engagement via actionable insights

---

Speaking & Thought Leadership: - Author: *12 Lessons in Big Data* - Speaker: Big Data Analytics, IoT, CX, PMO Transformation - Workshops: Executive Coaching, PMO Build, Data Strategy

---

Why Choose Fuld Group: - Measurable ROI with Fortune-level clients - Structured, executive-ready solutions - Proven track record in program turnarounds, Big Data, and CX