

Mr. Bernard O'Connor – Managing Director, Customer Communications Management, C&A Consulting LLC



Mr. Bernard O'Connor ('Bernie') is an experienced senior executive with 30+ years building businesses that support the financial services industry through the development and management of Digital Transformation/Customer Communication platforms, and other technology solutions that serves banks, custodians, broker dealers, transfer agents, private equity and other regulated segments.

Bernie brings a consistent record of driving revenue and profit growth for companies at all lifecycle phases of development -- ranging from Venture Capital backed startups/Private Equity driven enterprises to publicly held market leaders.

Bernie has demonstrated unique strengths in strategic business development and the ability to seamlessly integrate these opportunities into the respective enterprise environments he works with to optimize growth and margin contribution. He excels at expediting the turnaround of business operations and achieving significant commercialization results by building high-performance cultures and instilling an unwavering focus on customer satisfaction and growth. By combining a hands-on leadership style with an understanding of the value individuals bring to a business, he confidently sets a compelling vision for change and inspires his teams to deliver exceptional results.

Over the course of his entire career, Bernie has consistently delivered on his ability to close big deals and to solution these opportunities in a manner that creates high growth value for customers and other deal participants.

Mr. O'Connor has led organizations in implementing strategies that enabled them (a) to enter new financial markets (including the mutual fund, broker dealer and banking industries); and (b) to build organic revenue streams and sustainable business models that deliver innovative, productized services and solutions that materially improved revenue and profit growth. He excels in new product development management, including the monetization and scaling of growth opportunities while leveraging strategically positioned assets (software, hardware, services, staff) and optimizing existing technology infrastructure.

Specialties:

- Digital Transformation
- New Business Development
- Partnerships & Alliances
- Artificial Intelligence (AI)
- Technology Implementation
- Revenue & Profit Growth
- Software-as-a Service (SaaS)
- Business Process Outsourcing (BPO)
- Consulting Leadership
- VC/PE Strategy Development
- Customer Experience (CX)
- M&A, Acquisition Integration

He holds a Bachelor of Business Administration from St. Bonaventure University, New York.

Bernie is an avid outdoor enthusiast participating in what each season brings the New England landscape—from golf (15 handicap); fishing (all varieties—fresh/salt; fly/spin); skiing; gardening; hanging on the outer beach with the family.