



DK

David Kennedy, PMP

Fractional CAIO / CTO · Executive Advisor · Registered Neutral

Pactus Advisory · Atlanta, GA · (770) 676-1961

Georgia ODR
Registered Neutral

FINRA Certified
Arbitrator

AI Certification — MIT

PMP — PMI

In business since 1999

PRACTICE FOCUS

- Fractional Chief AI Officer (CAIO)
- AI Strategy & Governance
- Executive Facilitation
- Project Recovery Consulting
- Organizational Conflict Resolution
- Fractional Dispute Officer
- Conflict Resolution Training
- AI Implementation Rescue

SECTOR EXPERIENCE

- Technology & SaaS
- Enterprise Software (ERP/CRM)
- Professional Services
- Management Consulting
- Financial Services
- Healthcare Technology
- Government & Public Sector
- Mid-Market Manufacturing
- Retail & Consumer

SUBJECT MATTER EXPERTISE

- AI Strategy & Roadmap Development
- AI Governance & Shadow AI Policy
- Stakeholder Conflict Resolution
- Contract & Scope Negotiation
- Program Recovery & Governance
- FINRA Arbitration
- Civil & Commercial Mediation
- Change Management
- Executive Team Alignment
- Vendor & Client Dispute Management

PERSONAL STATEMENT

I have spent my career at the intersection of technology delivery and organizational conflict — as the executive called in when negotiations broke down, contracts went sideways, and relationships were on the line. What drives me is the moment when two parties who can't agree find a path forward that neither of them could see on their own.

Whether that's recovering a \$160M technology program, restructuring a vendor relationship, aligning an executive team on an AI strategy, or mediating a civil dispute, the work is fundamentally the same: understand what each party actually needs, find the common ground, and build an agreement that holds. Pactus — from the Latin *pactum*, meaning covenant or binding agreement — is the right name for what I do.

1999

In business

\$2.8B

ARR portfolio managed

\$160M

Distressed project recovered

150+

Project managers led

RELEVANT EXPERIENCE

Fractional CAIO / CTO · Executive Advisor

Currently serves mid-market organizations as Fractional Chief AI Officer (CAIO) and Fractional CTO, providing embedded AI and technology leadership 1–2 days per week. Owns AI strategy, governance frameworks, vendor selection, and adoption accountability — without the cost of a full-time hire. Every engagement is principal-led by David Kennedy personally.

\$2.8B ARR Customer Success Leadership

Led customer success across a **\$2.8B ARR SaaS portfolio**, driving implementation quality, retention, and expansion across thousands of enterprise clients. Resolved high-stakes escalations and built stakeholder management frameworks that reduced churn and protected revenue at scale.

\$500M+ Portfolio Delivery & \$160M Program Recovery

Oversaw delivery across hundreds of simultaneous projects totaling **\$500M+ TCV**, managing 150+ project managers across global teams. Most complex outcome: restructured a **\$160M cost / \$120M revenue distressed technology project** by replacing governance, renegotiating scope, and aligning client and vendor interests — achieving full financial and operational recovery.

\$50M+ Consulting Practice Turnaround

Rebuilt and scaled a technology consulting practice into a **\$50M+ revenue stream** spanning multiple industries. Specialized in recovering troubled engagements, renegotiating distressed contracts, and rebuilding client relationships where delivery had broken down.

300% Revenue Growth — ERP Business Recovery

Restored profitability of a failing ERP business line and drove **300% revenue growth** through contract renegotiation, delivery restructuring, and direct dispute mediation across government and enterprise clients.

CREDENTIALS & EDUCATION

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| <ul style="list-style-type: none">· Registered Neutral — Georgia Office of Dispute Resolution (GODR)· FINRA Certified Arbitrator — Financial Industry Regulatory Authority· AI Certification — Massachusetts Institute of Technology (MIT) | <ul style="list-style-type: none">· Project Management Professional (PMP) — Project Management Institute· Bachelor of Information Systems — State University of West Georgia· Associate of Computer Science — State University of West Georgia |
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