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Michael Hoch is the Program Director for the AI Executives Council and the Intelligent Automation Council at The Conference Board. Previously, Michael was part of the Cloud AI group at Google, where as Outbound Product Manager for Contact Center AI (CCAI), he was responsible for go-to-market strategy and programs for Conversational AI and AI used in customer service use cases. Earlier at Google, Michael was Head of Alliance Partnerships, working with the leading contact center ISVs to offer Google-powered AI and automation as part of their customer experience platforms. Also at Google, he was a Global System Integrator partner manager for Capgemini, Infosys, IBM and KPMG, building programs for the GSIs to offer customers solutions using Google's technology. Before Google, Michael worked at Virtustream, Joyent, Aberdeen, and Harvard's Weatherhead Center for International Affairs. He has an MBA from Northeastern and BA from Boston University.