

## David Wong

Director of Operations and Projects – Business Intake and Conflicts (BIC)

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David is the director of operations and projects within Cooley's business intake and conflicts (BIC) group. In this role, David oversees a team of six individuals responsible for the business intake function, which involves reviewing and performing quality control on new client and matter requests for data quality and consistency, as well as ensuring compliance with firm policies and procedures. David also is responsible for all of BIC's departmental technologies (e.g., Intapp Open and Intapp Wall Builder), metrics, and reporting, and he serves as the primary liaison to the firm's internal project management and IT functions. David divides his time between overseeing the operational intake function, enhancing BIC's own technology tools for Cooley's primary risk management functions, and collaborating with other administrative departments on cross-functional projects, where data flows and business processes are a shared responsibility.

Before joining Cooley, David had more than a decade of consulting experience focused on identification, implementation, and monitoring of process and technology improvement and cost-savings initiatives. He has led various aspects of transformational projects – including business process assessments, organizational redesigns and technology implementations. David has primarily served as a project manager/engagement lead, along with working in the roles of functional subject matter expert, business analyst and change management/training lead.

### Education

Saïd Business School, University of Oxford  
MBA, 2012

Washington University in St. Louis  
BSBA, 2005