**Matthew Lewis**

[lewis.mattd@gmail.com](mailto:lewis.mattd@gmail.com) 0512877980

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| **Customer Success Management**  **Leadership and Delivering Training**  **Project Management (Agile, Scrum, Lean)** | **Programming (C, Python, HTML, CSS, JS)**  **Full life cycle product development**  **Native English, Fluent Spanish** |

**Skills**

**Professional Experience**

2013 – 2014 **Customer Success Engineer,** Atkins Defence, London, UK

* B2B Customer Success Management
* Designing infrastructure and software systems for a national nuclear facility worth **£643M**
* Directly increasing revenue by **£100k a year** by successfully upselling company services
* Specialization in safety and supportability design (RCM, FMEA, ARM)
* Successfully balanced the customer, design, maintenance and management team needs
* 3D modelling, data analysis and database management (SQL)

2011 – 2012 **Software Engineer,** NATS, Swanwick, UK

* Customer faced, user Interface software design for RADAR systems
* Diligent data analysis, customer engagement and full life cycle development
* Decreased national RADAR operational maintenance time by 33% with development of App

2015 - 2019 **Captain,** Infantry, British Army

**G2B Customer Success Manager - Aide De Camp to the Governor of Gibraltar**

* Government to Business Customer Success Manager, executive-hand to the Governor of Gibraltar
* High interpersonal skills within an international customer-facing role
* Increased charity donation **revenue by 40%** with effective customer relationships
* Designed, coordinated and delivered training to security and diplomatic teams weekly
* Thorough use of Project Management techniques (agile, scrum and lean)

**Company Second in Command – Infantry Combat Leader**

* Regimental G2B Engagement, Training Officer and Recruitment
* Created, delivered and improved training of a company of 120+ professional infantry soldiers
* Increased recruitment applications by **15%** overnight with Regimental marketing plan
* Achieved record **retention rates, 40%** higher than other platoons, through effective leadership

**Education**

2015 - 2019 **Chartered Management Institute**, Diploma in Leadership and War Studies

2008 - 2013 **University of Liverpool,** Masters in Aerospace Engineering with Pilot Studies

* 85 percent (3.3GPA)
* Subjects included Avionics, Mathematics, Programming, Design, Project and Risk Management
* Developed deep skill with CFD, Excel, MATLAB, 3D modelling, CEASIOM, JAVA, C, Javascript