Andru Matthews

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SUMMARY

I am an experienced manager with a technical background in database development, programming, data analysis, and broad experience in all aspects of business operations. My experience in operations, data analysis, financial planning, and technology has prepared me for contributing to or leading a diverse team in any setting. I am seeking a position with purpose that will offer me opportunities to grow and contribute to a larger mission.

PROFESSIONAL EXPERIENCE

Director of Operations, October 2013 – present
Data Analyst & Developer, September 2012 – October 2013
Software Guidance & Assistance, Inc., Tarrytown, NY
Hired to develop a new custom payroll and billing system, I was promoted to the Director of Operations role after my first year during which time I had completed the development and rolled out of the new system, completed a process improvements analysis of the back office functions, and provided a variety of custom reports and analysis of the business, its financial plans and trajectory, and its internal performance.

As the head of Operations, my remit initially included technology, finance, and performance analysis. It expanded every year to eventually encompass all aspects of operations including: real estate, vendor management, contracts, Legal, Human Resources, compensation, benefits, special projects, process analysis, training, and office management. Everything in SGA outside the core business of recruiting and placing IT consultants reported directly to me, making me the most senior member of management with regard to operations, finance, legal, technology, analytics, and human resources, all of which were handled by my team of 12-15 full-time employees. In addition, as a process and data analyst, I have been instrumental in refining and improving the core recruiting process and other processes throughout the organization.

Major Accomplishments:
- Developed and deployed an MS Access Application for managing payroll and invoicing with tailored controls for commissions and easily extensible customizations.
- Developed a complete Reporting Suite to measure account performance, client profitability, sales results, and recruiter productivity, including multiple views and cross-tabs to give a complete picture of each team and individual.
- Revamped compensation structure for management, recruiters, and salespeople to improve performance and profitability, including the writing of new job descriptions for each position.
- Instrumental in designing and implementing company-wide reorganization into multiple autonomous divisions with a regional sales focus.

- In addition to negotiating lease renewals at three existing locations, managed the opening of five new locations, including a client project space in Manhattan with a chargeback to the client that left the company with a real estate surplus.
- Conducted personnel investigations into harassment and other inappropriate behavior.
- Managed migration to self-insured healthcare benefit package that has resulted in zero percent increase in healthcare expenditure over the past three years.
- Worked with our attorneys to respond to all lawsuits, subpoenas, or legal exposure, including the negotiation of multiple settlements.
- Developed company policies regarding all aspects of Operations and core business, including a Company Code of Conduct.
- Implemented formal processes and database-based tools for requisitioning new personnel, approving new clients, enacting performance action plans, and conducting regular performance reviews.

Lecturer, June 2007 – May 2012
Chulalongkorn University, Faculty of Arts, Bangkok, Thailand
For details on my academic and writing work, please see my CV.

Independent IT Contractor, June 2000 – June 2007
AJM Services, New York, NY
Developed Web applications, website and Visual Basic and MS Office applications for various entities. Sites employ ASP, PHP, Javascript, HTML, and CSS to allow dynamic user interaction with website and the underlying database. Standalone VB applications interact with web servers, manipulate data from web servers, and provide an interface for multi-channel communications and orders management.

Analyst, April 2001 – August 2004
HLW International/Horizon, LLC, New York, NY
The title notwithstanding, my job function could better be described as a Database Developer and Data Analyst. I developed MS Access database derived tools to perform common business functions in this Architectural firm's business and facilities strategic planning arm in additional to providing general database support and data analysis, creating ad hoc reports, queries, databases, etc. to support ongoing engagements with major financial, biotech and pharmaceutical clients.

Major Accomplishments:
- At a major pharmaceutical client, led team in analyzing and modeling company growth to present capital planning options to senior management. Team was able to prepare the client for significant changes to its real estate portfolio and major reorganization of its deployment of personnel across that portfolio, before, during and after the transition.
- Developed and deployed an MS Access Application for tracking move information for personnel during a single relocation project. Includes mechanism for tracking updates and rolling back changes.

- Developed an MS Access Application for modeling company growth both in terms of personnel and facilities. Includes mechanism for creating ad hoc groupings, multiple projections and integration with existing databases through ODBC.
- Modified and expanded space planning software, Earnest SRP, to overcome limitations in out-of-the-box software, including adding multiple planning dates and unlimited levels in the organization structure while maintaining existing user-facing interface & experience.
- At a major financial client, I provided lead and guidance on integrating a pre-existing migration database with enterprise facilities database, Archibus, allowing moves to be bulk loaded into that system upon completion and, through a related procedure, to be projected onto architectural drawings for review prior to completion.

FTP/Query Specialist, September 2000 - October 2000
Freeride Media, LLC, Sales Technical Support Team, New York, NY
Point person in providing technical support to the sales and traffic teams, including redesign and development of administrative and technical processes. Third round of venture funding failed in October 2000 leading to the elimination of my position as part of consequent downsizing.

- Documentation of DB structure and backend Unix processes (c programs and shell scripts).
- Query development specialist for Oracle in a Unix environment.
- Provided technical support in integration of banner ads with site-specific Javascript functions.
- Worked extensively with Doubleclick's Netgravity AdServer product to supply ads to the site, including developing a system for rotating ads by time of day that increased administrative efficiency by over 200%.

System Administrator - Applicant Tracking, November 1997 - June 2000
Swedish Medical Center, Human Resources, Seattle, WA
I administered our applicant tracking system, an Oracle-driven multi-user client/server database, which used WebHire's Restrac Hire front-end, Oracle 7.3 on the back-end with MS Access for report writing through ODBC.

Daily Job Duties: I administered user accounts; installed software on client machines; wrote and employed SQL statements to modify, update and manipulate data in Oracle; designed and generated reports from Oracle using SQL and/or Access; designed and implemented small departmental databases using Access; wrote documentation for procedures, troubleshooting, administration and error tracking; trained new users on systems; managed joint HR-IS projects; customized system to accommodate changing user needs and standards.

Major Accomplishments:
- Developed training course, including writing training materials, for Webhire's Restrac applicant tracking system, as used by Swedish, then conducted the training.
- Documentation of procedures for installation, troubleshooting and reporting processes.

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- Designed and developed interactive web-form that allows internal candidates to apply via the intranet, using HTML, VBScript and ASP, to populate an Access or SQL Server database.
- Coordinated and conducted Y2K testing of Oracle and Webhire products.
- Managed upgrade of department's clients and servers from token ring network to ethernet, including systems and application testing.
- Designed and developed "data mart" of live data from Oracle database to increase user functionality and efficiency in generating reports.
- Designed system for warehousing employee & payroll data in Access-based data marts for HR users of warehouse data.
- Redesigned, streamlined, and automated the process for generating performance reports for HR. Developed numerous reports, both standing and ad hoc, as needed.

EDUCATION

City College of New York, New York, NY   **Master of Arts**
June 2006   Summa Cum Laude

Furman University, Greenville, SC   **Bachelor of Arts**
May 1994   Magna Cum Laude, Phi Beta Kappa