Christian Matthews

Florence, SC | (843) 453-8363 | ChristianMatthews@outlook.com | www.cgmatthews.com
Chief Information Officer | VP of IT | Global IT Director
P&L Management • Revenue Generation • Capital Efficiency • Operational Turnaround

EXECUTIVE PROFILE

"CFO-Style" Technology Executive known for **Capital Discipline** and **Operational Arbitrage**: delivering enterprise-grade reliability without enterprise-grade cost structures. Expert in entering low-maturity ("wild west") environments and implementing the governance, standards, and cost controls required to scale. Proven ability to protect revenue through carrier-grade execution, negotiate vendor leverage, and build scalable delivery systems.

CAREER IMPACT (BY THE NUMBERS)

- **$1.6M Net-New Revenue:** Built Field Services practice at Burwood from zero to dedicated 2026 revenue target in <16 months with its own dedicated team lead.
- **10–15% Margin Uplift:** Consistently exceeded modeled margins through rigorous presales validation and conservative capacity planning at Burwood.
- **$500K Annual OpEx Savings:** Replaced subscription-heavy infrastructure with owned assets at Leisure Pools, cutting recurring costs by 25%.
- **100% Uptime:** Executed SD-WAN modernization at Beneteau to stabilize manufacturing operations and eliminate downtime risk.
- **<3 Minute Resolution:** Reduced voice systems management time by 95% at Beneteau, featured in a national Windstream Success Story.

PROFESSIONAL EXPERIENCE

BURWOOD GROUP | Chicago, IL (Remote) | Management Consulting & Technology Services
Operations Engineering Lead, NOC & Service Desk (Burwood Managed Services) | Jan 2026 – Present
Selected by ownership to pilot a blended P&L integration between Professional Services and Managed Services.

- **Strategic Pilot:** Executing a proof-of-concept "blended P&L" utilization model intended to scale across additional practices (Voice, Cloud, Security, EUC).
- **Operational Turnaround:** Restructuring NOC and Service Desk operations; elevating technical standards, escalation paths, and service guardrails.
- **Service Commercialization:** Positioning a dormant service desk offering for scalable growth with operational QA, defined roles, and maturity controls.

Practice Lead, Enterprise Networking & Field Services | Aug 2024 – Dec 2025
Founded and scaled Field Services while retaining delivery accountability for Enterprise Networking.

- **P&L / Targets:** Co-managed Enterprise Networking against a **$5.6M annual practice target** while independently building Field Services into a **$1.6M net-new revenue stream**.
- **Practice Creation:** Built Field Services from 0 to 25 direct reports to reduce third-party contractor reliance and capture margin leakage (Field Nation / one-offs).
- **Presales Rigor:** Implemented rigorous auditing against solutions architects in presales to prevent scope creep and stress-testing delivery realism for true cost-to-serve before contract signature.
- **Margin Discipline:** Instituted conservative delivery constraints (capacity, travel costs, risk allowances) to ensure **10–15% higher realized margin** than baseline models. Enforced strict adherence to change requests for scope creep and margin protection.
- **Scaled Frameworks:** Adapted proprietary M&A migration framework for an **$800M VC-backed financial services startup**, enabling rapid multi-state acquisition integration.

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Team Lead, Enterprise Networking | Mar 2024 – Aug 2024
Simultaneously led senior consultants while serving as lead architect/escalation for major accounts.

- **Dual-Role Leadership:** Balanced the "Player-Coach" dynamic by managing resource allocation for the team against a **$5.6M practice target** while personally billing as a Lead Architect.
- **High-Stakes Escalation:** Served as the primary technical backstop for multi-billion dollar clients, stepping in to resolve "white glove" architectural crises that junior consultants could not navigate.
- **Technical Quality Assurance:** Oversaw the delivery quality of a mixed bench (CCNA/CCNP/CCIE), establishing the implementation standards used for the firm's largest enterprise accounts.

Technical Architect, Enterprise Networking & Hybrid Infrastructure (Contractor) | Feb 2023 – Feb 2024
Recruited specifically to lead critical M&A integrations for the firm's **newly signed and largest account**, a national healthcare network with 1,000+ locations requiring a complex 250-site migration.

- **Mass-Scale Standardization:** Homogenized the infrastructure stack across acquired sites, enforcing a rigid template of VeloCloud SD-WAN, Cradlepoint LTE failover, and Aruba switching to eliminate configuration drift and ensure Day 1 stability.
- **Clinical Workflow Migration:** Directed the complex integration of specialized medical endpoints and PIMS databases, executing zero-data-loss cutovers designed to maintain uninterrupted patient care.
- **Methodology Turnaround:** Re-engineered a failing migration process into a "Gold Standard" playbook, restoring client confidence by establishing the technical runbooks and QA standards now mandated by the customer for all peer vendors.
- **Command & Escalation:** Commanded high-pressure weekend cutover bridges (20+ engineers/Smart Hands) with up to 5 sites cutting over simultaneously, serving as the primary implementation engineer and final escalation authority for technical blockers while identifying the delivery inefficiencies that justified the launch of the internal Field Services practice.

EXPLORE INDUSTRIES / LEISURE POOLS | Marion, SC | Global Fiberglass Manufacturer
Global IT Director (promoted from IT Support Manager, North America) | Oct 2020 – 2024
Recruited from Beneteau post-acquisition to professionalize global infrastructure and security.

- **Infrastructure Capital Arbitrage:** Replaced subscription-heavy Cisco Meraki stacks with high-performance Ubiquiti architecture across manufacturing sites. Eliminated licensing fees while improving throughput, yielding **$500k in validated savings** and creating a rapid-deployment template for M&A integration.
- **Global P&L Authority:** Managed a **$2.1M operational budget**, delivering executive-level reporting on global capital allocation, vendor consolidation, and opex reduction.
- **Capital Governance:** Established a governed EUC catalog (standard office, engineering/CAD, executive) to reduce shrink and simplify MSP support.
- **M&A Roadmaps:** Developed acquisition technology roadmaps: greenfield network designs, local support sourcing, and forecasting of technology needs.
- **AD + Azure Buildout:** Owned **Active Directory** (AD DS, GPO) and hybrid identity with **Azure AD/Entra ID**; designed **VNets** and deployed **AVD** to provide secure, domain-joined remote sessions via **RDP**, enabling support teams to work from unmanaged devices without exposing internal systems.

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BENETEAU | Marion, SC | Global Sail & Power Boat Manufacturer
Senior Network Administrator | Nov 2017 – Oct 2020
Recruited specifically to leverage Windstream carrier background to remediate North American infrastructure.

- **Industry-Recognized Turnaround:** Featured in a **Windstream National Success Story** ("Righting the Ship") for reducing system management time from 60 minutes to <3 minutes and reducing end-user tickets.
- **SD-WAN Modernization:** Upgraded MPLS to SD-WAN achieving **100% uptime** for services hosted in Marion, SC across North American sites.
- **Technology Validation:** Selected to pilot enterprise offerings (EnGenius DECT) in a live manufacturing environment, solving critical communication failures and influencing Windstream to adopt the product line.

SEA ISLAND RESORT | Sea Island, GA | Forbes Five-Star resort property valued at over $1B.
Director of IT / Assistant Director of AV | Nov 2016 – Nov 2017

- **High-Stakes Event Support:** Coordinated technology delivery for high-grossing corporate events (**>$5M revenue**), including PGA Tour events and automotive board meetings.
- **Government/VIP Security:** Partnered directly with the **Secret Service and FBI** to implement segmented VLANs and secure Wi-Fi for high-profile government officials and VIP guests.
- **Fiber Infrastructure Modernization:** Directed the deployment of a fiber network backbone (Cisco Catalyst 3750s, Single/Multi-mode) across the "multi-island" property to replace legacy copper and increase bandwidth.
- **Team Leadership:** Led a tiered operations team (5 Service Delivery Managers, 25+ Technicians) to meet strict "Five-Star" service SLAs.
- **Legacy Voice Operations:** Managed the 5ESS voice system and complex routing for the resort's multi-property telecom network.

WINDSTREAM ENTERPRISE | Greenville, SC | Fortune 500 National ISP
Team Lead, SMB Reseller & CLEC Support | Jun 2015 – Nov 2016
Promoted from Network VoIP Analyst II > Voice Analyst III > Reseller/CLEC Support Team Lead in <12 months.

- **Rapid Ascent:** Selected to lead the newly formed CLEC support division in Greenville, SC, based on execution velocity and technical judgment.
- **Revenue Protection:** Managed high-stakes technical operations for wholesale/CLEC partners where individual accounts carried **>$2,000,000/month billing exposure**.
- **Operational Definition:** Established support standards for the net-new team, moving the culture from "ticket closing" to "revenue retention."

EDUCATION & CERTIFICATIONS

- **A.S., Network Systems Management** - Florence-Darlington Technical College (2015)
  - Tech-Stars Scholarship
  - Dean's List
- **Cisco Networking** - Florence-Darlington Technical College (2015)
- **Fundamentals of Networking** - Florence-Darlington Technical College (2015)
- **IT Essentials** - Cisco Networking Academy (2014)
- **CCNA – Routing and Switching** - Cisco Networking Academy (2015)
- **ITIL Foundation in IT Service Management** - PeopleCert (2022)