

## CHRISTIAN MATTHEWS

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### RE: Chief Information Officer / VP of Technology

To the Executive Leadership Team,

Most technology leaders talk about innovation. I focus on **control, clarity, and scale**.

My career has been spent stepping into environments where the business had outgrown its technology foundations, sometimes where no real foundation existed at all. In those situations, spending was reactive, systems were brittle, and delivery relied too heavily on heroics. I specialize in bringing order to that chaos: establishing standards, enforcing discipline, and building operational systems that allow organizations to grow rapidly without breaking themselves.

I do this through what I call operational arbitrage: identifying where organizations are paying for complexity instead of capability, replacing vendor bloat with fit-for-purpose architecture, and redirecting reclaimed capital into technology reliability, P&L margin, and long-term stability.

Below is the concrete ROI I have delivered in recent roles:

- **Burwood Group (Revenue Scale):** I identified a structural gap in service delivery and built a Field Services practice from the ground up, scaling it to **\$1.6M in net-new revenue** in under sixteen months. Simultaneously, I enforced presales rigor across Solutions Architecture to ensure delivery realism, consistently producing **higher-than-modeled margins**.
- **Leisure Pools (Cost Scaling):** I replaced failing, subscription-heavy Meraki infrastructure with a lean, owned-asset standard that became the blueprint for expansion. By enforcing this model across **13 global acquisitions** during my tenure, the efficiency gains compounded, permanently removing approximately **\$500K in annual operating expense** that would have otherwise eroded EBITDA through licensing and vendor bloat. That architectural standard continues to deliver savings as the company expands today.
- **Beneteau (Operational Stability):** I led a full network re-architecture to stabilize manufacturing operations, achieving **100% uptime** through SD-WAN modernization and reducing voice systems management overhead by 95%. That work extended beyond internal remediation: I pushed Windstream beyond their existing offerings, influencing the adoption of a new enterprise DECT product line (EnGenius Durafon) better suited to manufacturing environments. The turnaround was later featured as a national **Windstream Success Story in 2017**, which I have included for reference.

My background is unapologetically operational. I learned technology by supporting live environments, protecting seven-figure monthly revenue streams at Windstream, and working alongside engineers in high-pressure conditions. That experience shapes how I lead today: grounded in reality, intolerant of inefficiency, and focused on building systems that work when things go wrong not just when they go right.

If you are looking for a technology leader who brings maturity to loose foundations, discipline to growing organizations, and long-term stability to complex, rapidly-scaling environments, I would welcome a conversation to assess whether this is the right inflection point for your organization.

Sincerely,



Christian Matthews