

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

Righting the ship

Windstream Enterprise recommended cloud-based OfficeSuite UC to replace the outdated PBX system. "Not only is there no premises-based equipment to maintain, but OfficeSuite UC's intuitive portal centralizes and simplifies management across all our North American locations," said Matthews.

To solve the handset issue, EnGenius Durafon cordless phones were deployed at the warehouse and manufacturing locations. Built out of rugged materials and featuring exceptional range, the phones are ideal for this type of environment. Employees no longer experience dropped calls, even outside their buildings, or crosstalk interference as they would with other modern DECT solutions.

SD-WAN Concierge replaced MPLS for site-to-site connections. Connections were upgraded to higher bandwidths, and they added second connections for an active/active configuration. To further demonstrate SD-WAN's versatility, Windstream Enterprise provided an on-site demo of voice failover that was a big selling point, and increased Beneteau's confidence that the network will always support their ability to communicate with local and international locations.

Smooth Sailing Solutions

OfficeSuite UC has significantly reduced the burden on the IT team by providing reliable communications and enabling them to manage the system faster and easier via their own online portal. What used to take upwards of 30 minutes to an hour, now takes less than three minutes with OfficeSuite UC. Plus, empowering employees to manage their own settings like call forwarding and voicemail has greatly reduced the number of user requests they receive.

Finally, SD-WAN delivered the assurance of uptime and redundancy that Beneteau Boats needed.

Overall, Matthews is very pleased with the Windstream Enterprise solutions. The active/active dual access provided more bandwidth and better performance for data and voice applications and has resulted in 100% uptime since implementation almost a year ago.

"With SD-WAN and OfficeSuite UC we have increased uptime significantly and reduced the number of end user requests on the voice system. This allows the IT department to focus their time and resources on executing IT initiatives, not just supporting employee requests."

*Christian Matthews,
Network Administrator
Beneteau*

About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about Windstream Enterprise, visit windstreamenterprise.com

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