# **Matthew Dowsett**

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#### I am the IT Manager at Phase Science Americas, a high-growth biotech startup founded by bioengineering scientists from UCLA specializing in cutting-edge scientific instruments and solutions. I focus on managing and streamlining processes across the US, Hong Kong, and China, with over 500 staff worldwide. With a strong focus on research and development, our company offers innovative products catering to various industries, including biotechnology, pharmaceuticals, life sciences, and cancer diagnostics and screening. My exceptional track record in IT management, networks, and infrastructure has allowed me to develop various solutions that enhance mission-critical business operations. I lead a dedicated and successful IT team, delivering results-oriented policies and systems to meet the organization's top-line KPI needs. Collaborating closely with all stakeholders, I ensure system optimization and data security, driving industry-specific and IT accreditations focusing on incremental business process efficiencies.

#### Taking ownership of delivering IT strategic, modern IT infrastructure, I have implemented a shared vision of change by centralizing, virtualizing, standardizing, and consolidating legacy business processes and hardware-software systems through data system rationalization and emerging AI and ML technology. Furthermore, I've engineered a bespoke technical architecture enabling agile, secure, robust, and cost-effective service delivery, emphasizing business continuity and disaster recovery. To achieve these outcomes, I established a comprehensive corporate IT framework that ensures consistency and effective governance. My leadership in delivering a strategic, modern IT infrastructure has embedded a shared vision of holistic change within the organization, fostering centralization, virtualization, and consolidation of legacy systems while emphasizing business continuity and cost-effective service delivery.

#### **Experience, Skills, and Abilities**

* 20 Years of experience with a proven track record of implementing enterprise technology initiatives, managing 1st, 2nd, and 3rd Line support, DevOps, QA, and Software development teams.
* Proficient in Hybrid Cloud and Multi-Cloud, Cybersecurity, Data Analytics, Digital Transformation, Regulatory Compliance, Change Management, DevOps and (CI/CD), SaaS and Vendor Management, Digital Marketing and E-commerce, Emerging Technologies, CRM, MRP, ERP, Crisis and Risk Management and Disaster Recovery and Business Continuity.
* Hands-on leadership of cross-functional IT teams, including Team Building, Conflict Resolution, Continuous Learning and Development, IT Operations, Networks, Security, Servers, and Business Systems, Agile and Lean Methodologies, Hybrid and Remote Work Technologies with a strong focus on influencing business stakeholders outside the IT department.
* Skilled at leading cross-functional with an emphasis on emotional intelligence in IT teams, encompassing various areas such as Operations Management, Change Management, Vendor Relationship Management, and more.
* Responsible for data-driven decision-making, budgeting, expense analysis, capital expenditures, service agreements, software licensing, data continuity, and security.
* Experienced in making strategic decisions related to IT functions, with a bottom-line commercial orientation, enabling business success through technology.
* Developing long-term strategic plans for cost-effective acquisition and implementation of information processing and communication technologies.
* Skilled at leading cross-functional and IT teams, encompassing various areas such as Operations Management, Change Management, Vendor Relationship Management, and more.

**IT Manager, PHASE Scientific Americas** [www.phasescientificamericas.com](http://www.phasescientificamericas.com) and [www.indicaidhealth.com](http://www.indicaidhealth.com)

**February 2023 – to present.**

* Planning, design, development, testing, development, and support for ERP migration from Fishbowl to Oracle NetSuite, including integration for Zoho CRM, Amazon Seller Central, Shopify, Avalara, Shippo, CyberSource Payment Gateway, SAP Concur, HIPPA, and PCI
* Technical Lead for build-out of all IT Infrastructure of new green field 16,000 sq. ft Biotech laboratory in Irvine.
  + HA Cisco Meraki Firewalls, Dual ISP 1GB with diverse path, 10GB Switches, DC, Azure AD, IKEv2 S2S VPN, Wi-Fi, UPS, Diesel Generator, HVAC, Brivo Physical Security Access via RFID, Vonage VoIP, OCEAView environments monitoring and CCTV.
* Deployment of E-commerce website [www.indicaidhealth.com](http://www.indicaidhealth.com) via AWS
* Implemented enhanced encrypted email messaging via Paubox for HIPPA, PII, and ePHI compliance with HITRUST CSF certification.
* Development of Zebra/BarTender Integration services and Printer and barcode QR services for the SAAS LIMS
* Twilio SendGrid, Strapi CMS, Amplitude, Jura Confluence, Intellect CMS, and Lucid Spark rollouts for QA / DevOps teams.
* 200TB SAN design and rollout for digital pathology for Oncology Doctors across the US, Hong Kong, and China, including DR and BC.
* Cyber Security Insurance certification for e-commerce, penetration assessment, and training for 500 staff.
* AWS, 0365, Azure AD, Azure, GSuite, Adobe Cloud, Cisco Meraki (AP, Switches Firewall), SAN, NAS, NTFS File / Print Servers, OpenDNS, Version MDM.

**IT MANAGER, CEMCO (California Expanded Metal Products, Inc.)** **& SOL Components**

[www.cemcosteel.com](http://www.cemcosteel.com) [www.cemcoengineering.com](http://www.cemcoengineering.com) [www.solcomponents.com](http://www.solcomponents.com)

IT Manager overseeing networks and infrastructure for CEMCO and SOL Components, a $400 million manufacturing company with 600 employees managing and streamlining IT processes, responsible for strategic planning and operational activities. I initiated cost-saving projects, resulting in projected annual savings of $175K by hiring critical skills in-house and negotiating contracts. Directly reports to the CFO and collaborates with decision-makers to implement effective technology solutions. Led a successful IT team, developed solutions enhancing business operations, and implemented a comprehensive IT framework for governance. Specialized in delivering a strategic, modern IT infrastructure, emphasizing business centralization, virtualization, and consolidation for improved efficiency, security, and continuity.

**October 2015 – January 2023**

* Feasibility study, business case (ROE, ROI, TCO), design and delivery of Microsoft NAV 2017 ERP system across five manufacturing locations
* Implementing Microsoft Dynamics NAV 2017 ERP applications encapsulating define, design, build, test (UAC), and deployment, including Project Management and QC.
* Implementation of Qlik Enterprise Business Intelligence (BI) suite for reporting, budgeting Data Warehouse, dashboard modules, and analysis, including ERP integration and automation of ADP (HCM) and Concur (SAP)
* Implementation of Epilogue software for creating, delivering, and managing context-sensitive help end-users rapidly adopt the Microsoft Dynamics NAV to assist with onboarding, support calls, documentation costs, time, and labor.
* Implementation of ZetaDocs document management module for Microsoft Dynamics NAV integration into Office 365's SharePoint Online.
* Integrated NAV 2017 ERP system peripheral systems such as EDI, e-commerce, and automated sales and tax calculation API.
* Facilitated the rollout of two-factor authentication on Office 365, DLP, and Advanced Threat Protection (ATP) integration to streamline detection and response processes across devices, Office 365, Azure, SaaS applications, and on-premises Active Directory.
* Replace and supplement on-premises file servers with Azure Files via SMB 3 using Azure File Sync to allow caching and synchronization of Azure File shares on Windows Servers for local access.
* Implementation of Veeam backup 11, recovery, and data management solutions for all VW using the 3-2-1-1, including model AWS for AWS and Wasabi immutable offsite backups
* Duo Two Factor application software implementation
* WatchGuard Firewall upgrades to clustered HA M400 series with a token for 2-factor authentication.
* VMware upgrade/migration from 5.5 / 6.0 / 6.7, / 7, including vSphere management.
* Implemented WatchGuard Dimension Server for unified threat management advanced persistent threat (APT), intrusion detection system (IDS), and intrusion prevention systems (IPS) analyses of extensive data visibility and reporting via Deep packet inspection (DPI).
* Design and implement over one million sq. ft. of internal and external Wi-Fi at five locations, including (WIPS), in-depth guest, and analytics to WatchGuard Cloud Wi-Fi.
* WatchGuard Threat Detection and Response (TDR) software rollout that assigns threat level scores based on heuristics, threat feeds, and a cloud-based malware verification service to minimize data breaches and penetrations through early detection and automated remediation.
* Design and implantation of the new DR / Business Continuity via Veeam 9.5 for Backup and replication for maintaining a flexible backup infrastructure, performing data protection tasks (such as VM backup, replication, copying backup files), and carrying out disaster recovery procedures (including ESXi, Hyper-V, and physical servers) with improved Recovery Point Objective (RPO) and Recovery Time Objective (RTO) including offsite replication to Washi and AWS Glacier DR for Synology NAS
* Project manager of cooperate datacentre move to new cooperate headquarters.
* Implement the KnowBe4 platform for internal baseline testing awareness training and simulated phishing attacks.
* SD-WAN Optimisation project to find a solution that runs an overlay on the physical infrastructure, abstracting the actual links and removing the complete traditional engineering requirements.
* Secured $3.5 of funding from CMTC (California Manufacturing Technology Consulting) for lean continuous improvement methodologies and change Management and Certified in Production and Inventory Management (CPIM) senior staff and management training.

#### **Group Network and Infrastructure Manager, MASCO UK Window Group Ltd** [www.ukwg.co.uk](https://web.archive.org/web/20230903235621/https:/www.ukwg.co.uk/) **(Jan 2012 – Oct 2015)**

Group Network and Infrastructure Manager at Masco Corporation, a US-owned manufacturing company. I was responsible for managing the IT operations and infrastructure team of 25 staff, leading the provision of effective IT service solutions underpinning the day-to-day functionality and infrastructure for over 27 separate geographical sites and in the region of 1800 end users.

* Manage and administer cooperating public, private cloud, and hybrid cloud computing environments.
* Microsoft's Directory Synchronization (DirSync), Azure AD Sync Services tools via Azure AD Connect Federation Service for SSO.
* Microsoft Stack, including Windows Server, Active Directory, Hyper-V, and Azure Resource Manager.
* Azure SaaS, IaaS and PaaS, Azure Storage, StorSimple, Azure Express Route via direct MPLS connection and site-to-site VPN.
* Azure VPN Gateway via IP Sec (Site to Site Point to Site and Express Route via RRAS) for flexible hybrid connectivity.
* Azure Backup for offsite backup, incremental backups, encryption in transit, and geo-replication backup.
* Implemented Microsoft Operations Management Suite via Azure for managing storage capacity, detecting malware, tracking changes to server configuration, monitoring server patching, alert management, and Active Directory
* Azure Site Recovery for automated protection and replication of VMs from on-premises to Azure.
* Office 365, Lync, SharePoint, One Drive for Business, Power BI, and Azure Remote App
* Management of ICT staff: 1st, 2nd, and 3rd Line Support team and software development staff.
* Enterprise architecture, including management of Data Centres, including data center relocation and consolidation.
* Microsoft Windows Servers 2000/2003/2008/2012/Active Directory & LDAP
* Multi-site server roles / WSUS / RADIUS / Terminal Server & (MS VDI) / ISS / AD Replication / GPO / RDP
* Hyper-V 2008 R2 / Hyper-V 2012 R2 / V-Replica / Server Load Balancing and High-Availability Designs
* Exchange 2010 / Hybrid / Exchange Online / x400 / x500/ nk2 /Outlook Anywhere (SSL) via authority (CA) using RPC.
* Active Directory & LDAP / Role-based Access Control /
* Networking / LAN / WAN / MPLS / DNS / DHCP / IPv4 / VPN / APR / Active Sync / SSL / TLS
* Server Hardware (HP & Dell) / SAN / NAS / RAID / iSCSI
* Security / Licensing / Audit Compliance / Sarbanes-Oxley / Network Security / PCI
* Project methodologies via Management via Scrum, Waterfall, Kanban, Prince2, MVP, and BML (Build, Measure, Learn)

#### **Successful Projects (2012 to 2014)**

* Unified Communications project to move legacy PBX into the cloud.
* Cloud-hosted Microsoft Dynamics CRM for the sales, marketing, and customer care teams (70 users).
* Office 365 (E3) migration of 800 users and 700 (K1).
* Server 2003 End of Life migration to Server 2012 R2, including FSMO, forest functional level (FFL) determines the features of Active Directory Domain Services (AD DS), including Office 365 SharePoint migration from On-Premises.
* OCS 2007 R2 to 0365 Skype for Business migration.
* Migration to Hyper-V 2012 R2, including HA clustering.
* Drastically improved (RPO) and (RTO) around the DR and business continuity
* Oracle ERP SPU Upgrade 12.1.3 (including regression testing UAC)
* Project Management / Helpdesk replacements / Scrum (Service Desk XJIRA)
* Cisco Switch Catalyst 3500/3550/3560G replacements.
* OpenDNS DNSSEC to prevent spoofing or man-in-the-middle attacks.
* QlikView BI (non SAAS) implantation in Azure.

#### **IT Manager, Premier Trade Frames (April 2004 – Jan 2012)** [www.premier-trade.co.uk](http://www.premier-trade.co.uk)

The position required managing system administrators across twenty locations. Principal responsibility for diagnosing, troubleshooting, and maintaining 1000+ end-user systems; managing the network and server system and the strategic IT support. I maintained the LAN/WAN, TCP/IP, WI-FI networks, routers, switches, hubs, and the network, firewall, and security infrastructure and securing the network, managing user access, purchasing, and installing network protection to ensure against internal and external attacks such as viruses and other system vulnerabilities. In addition, I led the implementation of Sarbanes-Oxley to mandate the legal level of data security and integrity within the company.

I was responsible for migrating from five different exchanges in 2003 with five other Active Directory (AD) domains into a new signal AD with Exchange 2010 for all end-users; this included a new SharePoint 2010 implementation and providing improved Exchange load balancing, performance and redundancy. In addition, I was the technical project manager overseeing the design and implementation of a UK-based, European, and U.S. Multi-Protocol Label Switching (MPLS) network project via IP VPN using label switching and the implementation of label-switched paths over various packet-based link-level technologies to support shared services such as Oracle Hyperion.

#### **Experience, Skills, and Abilities:**

* IT Management and leadership, including budget oversight, developed and managed a $3 IT budget for commercial activities, prioritizing critical investments to meet in-market revenue forecasts in line with Annual Operations Plan (AOP) and Long-Range Plan (LRP)
* Managing existing vendors to ensure that existing operational issues are being resolved and they are meeting their SLA.
* Project Management, Stakeholder Management, and Service Management
* Oversee Local desktop operations (queue management, escalations, aged tickets, shift coverage, incident/request validation)
* Exchange 2010 design, confirmation, and implantation, including Mailbox Role, Client Access (CAS) including OWA, SSL, Auto discover, Hub Transport (Bridgehead), and Exchange DAG mailbox replication, including file witness server confutation.
* Experience in implementing, deploying, and supporting Citrix technologies: XenApp, Xen Desktop, Provisioning Services, Citrix NetScaler Gateway, Citrix UPM
* Oversee day-to-day operations, including technical support, systems analysis, database management, and server farm operation.
* Responsible for career development, assessment, performance, and budget discussions for team members

#### **Education / Certifications**

##### Cardiff University Bachelor of Science (BSc), Computer Science, (1996 – 2000) Cardiff University, UK

WatchGuard Firewalls Certified Professional (2016) eSecurity Newport Beach, CA, USA

APICS Certified Supply Chain Professional certification (CSCP) APICS Orange County Chapter CA, USA

APICS Certified in Production and Inventory Management (CPIM) APICS Orange County Chapter CA, USA

CCNA (2012) E-Academy, Cardiff, UK

Exchange Server 2010 Administration and Troubleshooting

PRINCE2 (Foundation and Practitioner) (2010) E-Academy, Cardiff, UK E-Academy, Cardiff, UK