

MATTHEW GARVIN

PRODUCT DIRECTOR DIGITAL OPERATIONS

Delivering 15+ years experience deploying digital product strategy across domains in education, hospitality, and startups. My diversified pedagogy in design, visual arts, technology and product leadership translate to operational success for organizations, clients, and stakeholders.

KEY SKILLS

- Product Management
- Team Leadership & Coaching
- Vendor Relationship Management
- Operations & Mission Control
- Agile Software Development
- Interface & UX Design
- Risk Management
- Technology Roadmaps
- Systems Architecture & Integration

CERTIFICATION / EDUCATION

Certified Project Management Professional (PMP)

Project Management Institute

Certified Information Systems Security Professional (CISSP)

International Information System
Security Certification Consortium

AWS Certified Solutions Architect

Amazon Web Services

Clemson University

Bachelor of Fine Arts, 2003

University of Miami

Graduate School of Communication
Digital Media Production, 2009

CONTACT

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Washington, DC

SENIOR DEVELOPER / HEAD OF DIGITAL PRODUCT

FUEL for Brands | 2019 - Present

- Senior product architect, supervising enterprise technology roadmap and leading software design teams.
- Revamped engineering practices; implementation of Continuous Integration and Agile development methodologies.
- Leading product campaigns for marketplaces in real-estate, advocacy, and consumer goods. Working with creative teams to fulfill client digital development needs.

DIRECTOR, ENTERPRISE APPLICATIONS

Aimbridge Hospitality | 2016 - 2019

Leading management company representing a portfolio of more than 1,400 branded and independent hotel properties in 49 states and 20 countries.

- Mentoring 10 direct reports and 30 members of digital product, technology implementation, and design teams across North America.
- Led \$1M property management system rollout, heading up vendor selection and deployment plan.
- Product lead for online inventory and revenue management systems, end user booking experiences, and payment transaction gateways.
- Development of financial dashboard products, linking enterprise cost centers and tracking \$75M annual revenue to offer real-time performance insight.
- Crafting policies that adhere to industry data governance regulations [PCI, Sox and NIST]. Acting as Data Protection Officer and lead in GDPR assessment and awareness.
- Implementing IoT systems throughout hospitality portfolio: keyless app entry, smart devices, online mobile check-in, presence-detection climate control.

ENTERPRISE APPLICATION MANAGER

Centerplate | 2014 - 2016

A global event hospitality provider in over 350 entertainment, sports, and convention venues across North America and Europe annually serving over 115 million guests generating over \$840M in revenue.

- Development lead on automated mobile platform payroll delivery system, reducing operations processing overhead by \$2.5M.
- Product owner on next-gen mobile payment technology and in-seat ordering for enterprise sports and entertainment venues.
- Project lead on workforce management solution to deliver flexible mobile scheduling system and improved employee labor tracking.
- Management and project sponsor for company-wide ERP software deployment and realignment strategy.

TECHNICAL SKILLS

- Amazon Web Services (AWS)
- Google Cloud Platform
- Microsoft Azure Cloud
- HTML, CSS, JavaScript, JQuery
- Node.js, NPM, JSON, XML
- PHP, SQL, Python
- RESTful technology methodologies
- test-driven development
- Docker, Kubernetes
- Git, versioning methodologies
- Alexa Skills Kit, iOS development
- UX design frameworks
- continuous integration
- content management frameworks (WordPress, Drupal, Laravel, Django)

AFFILIATIONS

Project Management Institute

American Institute of Graphic Arts

International Information System
Security Certification Consortium

VOLUNTEER ACTIVITIES

Alzheimer's Association, Logistics
Operations Chair.

Make-a-Wish Foundation of South
Carolina, Fundraiser.

Young Professional Network of South
Carolina, Leadership Committee,
Marketing Committee,

HR INFORMATION SYSTEMS MANAGER

Centerplate | 2012 - 2014

An international venue management provider performing over 30 thousand annual hiring transactions.

- Conducted human capital management impact analysis, reducing operational costs of labor hiring by \$2M.
- Development of corporate educational intranet linking over 35,000 employees into learning management systems and self-service applications.
- Product lead on applicant tracking, onboarding, and talent management system that streamlined recruiting, improved candidates, and reduced turnover by 32%.
- Product lead on employee assessment and training software
- Managed digital security of corporate and internal web domains.

TECHNOLOGY SOLUTIONS MANAGER

GMG Consulting | 2008 - 2012

- Development lead on enterprise inventory and shipping logistics management software for Fortune 200 company and its subsidiaries.
- Product rollout lead on Global Distribution System gateway for travel services company.
- Designed web framework virtual office, providing customer relationship management, marketing assets, and learning management system.
- Head of product for automated call system, alerting over 9,000 national locations on equipment delivery and tracking status.
- Led implementation of customer relationship management system for continued growth and retention, serving over 75,000 users.

SYSTEMS PROGRAMMER

Clemson University | 2004 - 2008

- Developer for university e-learning courseware used in 15,000+ student online classrooms.
- Product lead for *Community of Undergraduate Journals*: an online science portal focused on publishing research papers and organizing peer review groups.
- Led University Web Redev Project – new organization, layout, and publishing system for public web with 27M+ annual page views.
- Accessibility compliance instructor making all university web pages usable for sensory and cognitively impaired.