

# MATTHEW KING

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Results Driven Technology Professional with 20+ Years of Experience Developing Enterprise Grade Solutions for Internal and External Clients, Demonstrating a Proven Ability to Lead Highly Effective, Cross-Functional, Technical Teams, While Developing and Maintaining Productive Relationships with Vendors and Suppliers

## **PROFESSIONAL EXPERIENCE**

**Intercontinental Exchange, Atlanta, GA**

**2016 - Present**

### **Manager Applications Systems Engineering**

Manager of a team of 5 engineers focused on the top tier support and administration of 3<sup>rd</sup> party middleware for major financial services. Set and track team goals, manage priorities, and manage overall success of newly formed team. Support development, testing and production environments, in large enterprise grade network silos. Major applications supported including IBM Sterling Integrator, IBM Websphere MQ, SWIFT.

- Grew newly formed team and grew impact over 100% in 12 months. Centralizing support/management of over 14 distinct applications, with over 50 unique instances, while reducing MTTR times, and increasing customer satisfaction.
- Built ad hoc reporting tools to bridge gaps in internal ticketing tools, to help measure team performance and improve overall team output.
- Consolidated support from multiple business units across ICE and NYSE Engineering teams into a single cross functional application support team.
- Developed SDLC configuration tools to track configuration changes for Sterling Integrator within BitBucket version control system, in order to better align with application release schedules.
- Managed production upgrade plans for both MQ and SI platforms with a focus on minimizing costs by using virtualization and hardware efficiencies.

**Mblox, Atlanta, GA**

**2014 - 2016**

### **Manager Business Systems Support and Development**

Manager of a combined team consisting of IT Operation Engineers responsible for the administration of the global windows infrastructure and end-user support for all employees up to C-Level executives and DevOps Tools Development team responsible for the development and/or procurement of tools to improve business and network operation. (Including: Company Wide Ticketing Platform, Network/System Surveillance Systems, Project Time Tracking System, Business Intelligence Reporting Solution)

- Migrated from Multiple Complex Reporting Systems to a Single Enterprise Grade Business Intelligence Solution; Saving an Estimated \$90k/Yr. in OpEx Costs.
- Audited and Identified Over 30 Servers to be Decommissioned and/or Consolidated Allowing Data Center Reductions, Leading to a \$40k+/Month Cost-Savings.
- Saved Over \$200k by Migrating to Open-Sourced Monitoring Solution, vs. Upgrading the Incumbent Monitoring Solution.
- Developed a "One-View" Dashboard Integrating Monitoring, Ticketing, & Automated Notifications Into A Single Pane for Simplified Viewing, and Increased Effectiveness and Efficiency of Customer Network Operations Center Engineers.
- Deployed Time Tracking Software to Track Time Against Capital Projects, Leading to Improved Tax Position By Identifying Over 50,000 Man Hours Of Un-Capitalized Labor In the First 7 Months of Deployment.

**Netscout, Atlanta, GA**

**2012 - 2014**

### **Principal Onsite Service Delivery Engineer – (AT&T Mobility)**

Managed the onsite support relationship with a tier-one telecommunications service provider, to ensure complete customer satisfaction. Maintained deployment of 180+ Packet Capture appliances, with uptime targets of 99.999%. Developed tools needed to improve support processes, leading to reduction in MTTR for system problems, an increase in system availability, optimization of system configurations, and increased focus on customer needs by engineers. Identified, and promoted innovation in the Netscout suite of products. Mentored and Trained customer engineers, and junior Netscout engineers.

**Cox Communications Inc. Atlanta, GA**

**2010 - 2012**

### **Network Design Engineer III**

Led Data Core team in launching a 3GPP2/MVNO Hybrid network. Responsible for system design, development and implementation of wireless data core network elements. (e.g. AAA, PDSN, HA & FA, MME, SGW, PGW, etc.,), including gathering requirements and developing detailed design documents the data core network elements and OSS/BSS systems. Solutions spanned a variety of Cox owned and hosted service platforms. Led efforts in analysis of 4G LTE Solution options, including the design for the EPC (eSAE) in

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multiple LTE Network deployment options. Managed vendor relationships to ensure quality service, while keeping costs low. Provided 5<sup>th</sup> tier support to Operations as needed during failures and outages. Architected a solution for Wi-Fi Offloading solution to drive down internal costs, while driving customer satisfaction scores up. Designed and Deployed a NAT solution, allowing the data core to dramatic reduce the public IP address utilization for wireless subscribers.

**IPsoft Inc, New York, NY**

**2008 - 2010**

### **Automation Engineer**

Responsible for deploying operational automation in large scale cooperate clients. This includes needs assessment, technology gaps identification, implementation planning, automation development and deployment. Development of automations is accomplished using various technologies, such as Perl, Javascript, Powershell Shell Scripting, 3<sup>rd</sup> Party software and proprietary tools. These automations perform a wide variety of operational checks including level 1 and 2 System Management / NOC automation, implemented across a wide variety of environments, including databases (Oracle, MySql, MSSQL), Unix/Linux platforms, windows platforms, and networking appliances. In a wide variety of industries such as National Banks, Large resort chains, and industry leading technology companies.

**Sprint, Overland Park, KS**

**1999 – 2008**

### **Sr. System Design Engineer III, Overland Park, KS - 2005 - 2008**

Technical Leadership role leading a team of 12 engineers to develop, test, and certifying all changes to subscriber data platforms. As the company SME for HLR, I managed the development, upgrade, and maintenance of the HLR platform. Additional responsibilities included servicing internal customers, vendor management, developing full lifecycle planning for large-scale software releases. This position also required leading cross-functional teams consisting of testing, engineering, and operation departments, to ensure the highest quality and minimal customer impact. Architected multiple custom features for Sprint's HLR systems, ensuring designs that would capitalize on opportunities to turn single-revenue paths into products marketable to multiple customers. Deployed complete forklift upgrade of 17 geographically redundant, highly available SHLR elements to a single SDHLR complex, consisting of over 60 individual nodes, with **zero customer impact, and 100% service availability**.

### **System Integrator IV / Team Lead, Overland Park, KS - 2000 – 2005**

Functioned as the Team Lead for Top-Tier support organization for Sprint's national Wireless Intelligent Network elements. Served as primary for hiring, training, evaluating, and leading technical teams responsible for the day-to-day operation, ensuring better than 99.999% system availability and 100% service availability over 5 years. Additional responsibilities included development of custom administration tools, managing Method of Procedure (MoP) documents, and point-of-contact for all external teams and vendors, providing technical evaluation and final approval on design of all features and products impacting WIN Elements. Spent 5 years leading the deployment of 4 Software Releases, including a total of over 400 individual event windows, with less than 60 total minutes of customer impacting minutes. Developed automated system-check tools, reducing the engineer workloads over 50%, and increasing engagement, and productivity of the overall team. Maintained OTAF servers, with greater than 99.999% uptime over the 5 year time period. Served as key-member of the RFP/Vendor Selection for Sprint's next generation HLR product, involving the evaluation of multiple vendors, from both business and technical perspectives.

### **Sr. Systems Management Analyst / Shift Lead, Lenexa, KS - 1999-2000**

Shift-Lead of team responsible for 1<sup>st</sup> tier troubleshooting and situation/resolution management on various mission-critical platforms such as a large scale National WAN Environment, including CISCO Routers, Nortel, Motorola, and Lucent Telecommunication Switches, and varying transport solutions including SS7, ATM, T1, & X.25, and multiple national operational support systems including Billing, Performance Metrics.

## **EDUCATION / PROFESSIONAL CERTIFICATION**

### **Education:**

**MBA**, Leadership and Teaming, **Beta Gamma Sigma**, Kennesaw State University, Atlanta, GA

**Diploma**, Professional Culinary Arts, Institute of Culinary Education, New York City, NY

**BS**, Technical Management (Information Technology), DeVry University, Kansas City, MO

**AAS**, Electronics Technology, **Magna Cum Laude**, Electronics Institute, Kansas City, MO

### **Certifications:**

**Project Management Professional (PMP)**, Project Management Institute, Atlanta, GA

**Divemaster**, NAUI and PADI, Kansas City, MO