

# Matthew Thompson

Manager, Data Operations &  
Quality Engineering

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[LinkedIn](#) | [GitHub](#) | [Credly](#)

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## PROFILE

Accomplished Data Operations & Quality Engineering Manager with over 9 years in finance and 15+ years in technology. Possesses a unique blend of technical proficiency, strategic insight, and exceptional writing ability. Adept at distilling complex technical concepts into clear, compelling narratives for diverse audiences, including senior leadership and cross-functional teams. Experienced in governance frameworks and model risk concepts. Proficient in SAS, SQL, Python, R, and machine learning techniques. Proven leader in managing analytical and development teams and ensuring compliance with regulatory standards. Combines technical proficiency with strategic insight to deliver innovative solutions and drive operational excellence.

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## EXPERIENCE

### MANAGER, DATA OPERATIONS & QUALITY ENGINEERING

#### CardWorks // March 2023-Present

- **Pioneered a comprehensive governance framework** for Quality Engineering & Testing, establishing robust policies and standards that allowed conversion to automation, operational efficiency, reduced error rates, and enhanced compliance with industry standards -more information
- **Oversaw the growth and development** of the Quality Engineering & Testing Automation team, focusing on integrating a CI/CD testing pipeline which enabled the department to save hundreds of hours of manual testing annually.
- **Developed & deployed Python applications** on Snowflake using Streamlit, providing enhancing automation testing, code validation, and Exception Reporting, with the potential to save thousands of manual workhours annually. Coded in Python, SQL, JavaScript, CSS, and HTML.
- **Collaborated closely with senior leadership** and cross-functional teams to align the Quality Engineering strategies with organizational goals, ensuring unified integration and adoption of new technologies and enhanced processes.
- **Provided governance support** to the organization's Enterprise Architecture working group

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### LEAD INFORMATION ARCHITECT

#### CardWorks // July 2022-March 2023

- **Orchestrated comprehensive overhaul** of Data Operations documentation, guidelines, policies, and procedures, elevating the division's standards in line with industry best practices.
- **Spearheaded the development and execution** of an audit response policy for senior management, working hand in hand with the CDO in addressing and remediating multiple high-priority audit findings, thus mitigating potential risks and reinforcing compliance standards.

- **Authored and instituted a robust code change validation policy** and corresponding procedures across the broader Data Operations division, streamlining processes and bolstering code quality assurance.
- **Led the development** of a critical ServiceNow workflow and associated sub-workflows, pivotal in supporting the new code change and validation policy, enhancing operational efficiency and policy adherence. Developed a series of PowerBI dashboards to enable senior management to draw actionable insights from the ticketing data.

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## LEAD FINANCIAL SOLUTIONS ANALYST

Citi // September 2021-July 2022

- **Spearheaded Citi Treasury's digital upskilling and transformation initiative**, strategically selecting and implementing a comprehensive training curriculum to augment employee proficiencies in digital tools and analytics.
- **Leveraged advanced data analytics tools** including KNIME, Python, PowerBI, and Tableau to measure program success, developing key performance metrics that shaped the management playbook and propelled the digital initiative forward.
- **Pioneered the automation** of project management data tracking using KNIME and PowerBI, enhancing the accuracy and clarity of reporting systems for Citi's Digital Transformation program. Developed critical reports that were reviewed daily by the Chief Operating Officer, contributing to strategic decision-making at the highest levels.

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## TREASURY DATA ANALYST II

M&T Bank // April 2018-September 2021

- **Conducted comprehensive financial analysis and data support**, including report development, data manipulation, and application support for various downstream consumers.
  - **Expertly aggregated and transformed mainframe data into SAS and SQL datasets**, performing in-depth analysis for regular operations, risk assessment, and loss forecasting.
  - **Utilized Python, Tableau, SSRS, and Power BI** to enhance and streamline monthly reporting processes, significantly improving efficiency and compliance adherence.
  - **Established coding standards and comprehensive documentation** for reports and datasets, including the creation of a Data Dictionary and maintenance of internal SharePoint and Confluence sites, contributing to improved data governance and knowledge sharing within the Treasury Division.
  - **Led the full automation of the bank's Home Equity Line of Credit data processes** using SSIS and SQL, markedly increasing process efficiency and reducing manual workload.
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**TREASURY MODELING TECHNICAL WRITER, BANKING OFFICER****M&T Bank // September 2015—April 2018**

- **Documented modeling practices & theory** for BAU, risk assessment, & key regulatory (CCAR, DFAST) purposes, mitigating urgent MRIA findings from the Federal Reserve on behalf of the bank's Board of Directors
- **Created user documentation**, process workflows, onboarding material, and implementation guidelines
- **Directed conversion of** documentation from independent Word document to integrated single-source documentation embedded in Python code, creating a modular structure that created opportunities for re-use and time savings
- **Managed team** of writers assisting in the bank's conversion to CECL (Current Expected Credit Losses) Standards

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**EDUCATION****MASTER OF SCIENCE – INFORMATION SCIENCE -DATA ANALYTICS**

University at Albany // 2026 // 4.0 GPA

**BACHELOR OF SCIENCE – INFORMATICS – DATA ANALYTICS**

University at Albany // 2024 // 3.98 GPA

**BACHELOR OF ARTS –WRITING**

Buffalo State University // 2004-2006

Houghton University // 2001-2003

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**SKILLS**Python // R // SQL // SAS // Data Science // JavaScript // CSS // HTML  
// KNIME // Snowflake // Azure DevOps // Tableau // PowerBI //

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**CERTIFICATIONS**

- Microsoft Azure Fundamentals
- Microsoft Data Fundamentals
- KNIME L1 Proficiency

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**WEBSITES**

- [Credly](#)
  - [Github](#)
  - [LinkedIn](#)
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