

Matt Williamson

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Meticulous and results-oriented certified AWS solution architect with ability to design, develop, deploy, and maintain business applications and critical infrastructure inside AWS Cloud.

Adept at planning and building advanced cloud-based solutions and migrate existing workloads to cloud. Experienced in gathering requirements and directing activities of designing team, examining functional specifications, and translating into system guidelines. Skilled at analyzing customer needs, issues, and interests to develop strategy for achieving business objectives. Capable of architecting, developing, and maintaining cost-efficient, scalable cloud environments for organization. Articulate communicator with strong interpersonal, attention to detail, written, verbal, problem solving, critical thinking, organizational, time management, and leadership skills.

Areas of Expertise

- Project Management
- Business Process
- SaaS Solutions
- AWS Cloud Service
- Solution Design
- Cloud Infrastructure
- Technical Solutions
- Troubleshooting & Debugging
- Requirements Gathering & Analysis

Technical Proficiencies

Ruby | Rails | Power BI | JavaScript | React JS | jQuery | VBA | Python |
Jira Administration | Aha! Confluence | Elasticsearch | Logstash | SQL (SQL Server, MySQL) | Excel | PowerPoint

Career Experience

vMOX, LLC. Remote

2017 – Present

Director, Product Management

Administer teams of more than 20 development, engineering, product, design, and marketing professionals in all phases of delivery of unique product solutions for enterprise clients. Spearhead development of mobile applications to enable enterprise clients for conducting quick and secure transactions, including plan and feature changes as well as historical usage queries through mobile devices. Ensure products surpassed client's expectations by effectively collecting feedback/requirement and communicating necessary changes to development team while overseeing smooth and high-quality rollouts to completion on time/budget. Develop thorough knowledge of internal and external stakeholders' business objectives. established accurate and achievable plan to evangelize product vision and generate trust. Build UI/UX design department with duties of staffing, training, and mentoring. Customize Product Development Life Cycle (PDLC) to Scrum framework, resulting in more predictable and high-quality releases.

- Oversaw logistics solution from concept to launch, provided gently used mobile devices to enterprise customers, resulting in 30% reduction in enterprise asset investment and generating more than \$3M profit in first year.
- Decreased average request processing time from 24 hours to less than one minute by successfully developing and launching cutting-edge SaaS solution for helpdesk services in global market.
- Reduced time required to resolve high-priority tickets from one week to four hours by enhancing support process with Kanban support triage.

Director, Operations and Product

2014 – 2017

Supervised an operational team of expert mobility analysts, procurement specialists, and project managers involved in providing enterprise clients with world-class managed mobility services. oversaw product development efforts with team of skilled outsourced software developers. Finalized development and implementation of customer portal by ensuring seamless rollout to all new and existing customers. Directed transition of Cellular Optimization's existing VB.NET code base to Ruby on Rails over 12-month period with zero downtime of critical infrastructure.

- Increased deal completion rate by 50% year over year by prioritizing standardized opportunity.
- Oversaw development of cost optimization algorithms, resulting in \$350,000 increase in monthly revenue.
- Enhanced exponential business growth by establishing industry standard for maintaining mobility excellence.
- Maintained 95% customer retention rate by providing exceptional service with revenue growth from \$200,000 to \$4.7 M in three years.

Cellular Optimization, LLC. Indianapolis, IN

2013 – 2014

Manager, Operations and Product

Directed organization out from manual data entry management model toward software-driven mobile expense management service with a scalability focus. Created an operational department while developing proprietary software to meet client requirements. Built and implemented an operational process migration from Excel/Access VBA to VB.NET with SQL Server. Developed screen scraping software with Selenium and Ruby to automatically obtain carrier invoicing. Formed operational department by hiring, training, and consistently coaching new account management staff.

- Utilized VB.NET and SQL Server to automate baseline contract generation, decreasing delivery time from days to minutes.
- Developed PDF invoice parsing by using Ruby, reduction in customer report deliverables by 10 days on average.

Additional Experience

Developer and Senior Account Manager at Cellular Optimization, LLC. Indianapolis, IN (2012 to 2013)

Developer and Business Analyst at Cellular Optimization, LLC. Indianapolis, IN (2011 to 2012)

Education

Bachelor of Science Major in Information Technology

Purdue University, Westville

Key Projects

AWS Connect Automation: Deployed Lambda function that queries customer's ticket and order information calling into Helpdesk solution via AWS Connect. Objective is to ensure our agents can greet each caller by name via JIT screen pops.

German to English email translation service: SES accepts email from domain, converts to csv and uploads to S3. Lambda trigger watches S3 for new files, parses those files, translates to English, and sends back to SES for forwarding to recipient

AT&T unbilled usage lambda: Trigger function based on DynamoDB record insertion. Lambda initiates RESTful API request to AT&T's system to obtain unbilled usage information for 100,000+ phone lines daily

Docker: Migrated development instances at current organization. Reduced employee onboarding time by 6 days and reduces ongoing system configuration issues by nearly 90%. Working to move production deployment strategy off dedicated EC2 instances and into ECS clusters.

Automated deployment: Cloudformation templates to create ECS clusters in Fargate. Automated deployments via CodeCommit, CodeBuild, and CodePipeline.

API Gateway with Twilio: API gateway for Twilio messaging. Configured to support text messages from Verizon to forward passcodes to email to support procurement team business flows after Verizon removed email as a standard delivery method.

Visualizations: Experience with Elasticsearch Implemented automated monitoring of Gerrit code repo into AWS ElastiCache to monitor code commit quality and performance metrics.

Certifications

Certified Scrum Product Owner (Scrum Alliance)

AWS Solution Architect – Associate (Amazon Web Services)

AWS SysOps Administrator - Associate (Amazon Web Services)

AWS Advanced Network Specialty – In Progress