Matthew Morgan

As an early professional hire who recently joined IBM, Matt has become a key contributor and go-to person within Cognos Analytics Support. No matter what the task Matt has been faced with he is always enthusiastic about jumping in and learning, testing and troubleshooting in order to find resolutions. Matt continues to expand his technical abilities and effectively demonstrates this by resolving multiple escalated and complex issues for accounts such as Disney and Ford. Matt successfully resolved numerous Cognos 10.2.2 to 11 upgrade issues for Disney ranging from performance to idle connections and authentication issues with SAP HANA in order to meet their go-live date. Matt also demonstrates great communication skills and case management which is reflected in his very high NPS (75 YTD). Whenever squad members reach out, he is always willing to collaborate and take on more work to help his squad. His can-do attitude and willingness to challenge himself with any issue adds energy that permeates throughout the entire squad.

Nominated by: Melanie Clarke

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