

Matthew Tierney

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SUMMARY:

Operations leader with experience working within cross-functional teams to drive innovative solutions through process improvement, relationship management, project management, and employee development. Adept at wearing multiple hats and digging into the details without losing sight of the bigger picture. Passionate about finding and solving challenging problems with great people.

PROFESSIONAL EXPERIENCE:

Web Developer | eCommerce, Cambridge, MA

2020 – Present

WordPress Developer

- Develop websites for small businesses, including general web strategy, content development, eCommerce integration, business operation integration, UI design, and SEO.
- Develop branding, social media, and email marketing campaigns to increase traffic and conversion rates.
- Create and update content and graphics as needed. Monitor, and report on key metrics.
- Responsible for monitoring performance, debugging, and for performing software upgrades.

Cambridge Municipal Elections, Cambridge, MA

2017 – 2021

Campaign Management, Political Consultant

- Primary advisor to municipal candidates on local issues, policies, and campaign strategy.
- Developed and maintained campaign websites and online infrastructure. Designed digital and print marketing materials. Managed social media, and email marketing campaigns.
- Researched and analyzed data from past elections to target high-frequency voters.
- Recruited, trained, and managed volunteers. Tracked volunteer interactions with residents and built a database of potential voters using MiniVAN and Votebuilder.
- Planned and executed fundraisers, rallies, and GOTV efforts. Oversaw budget, fundraising, and spending.

EnerNOC Inc., Boston, MA

2008 – 2016

Manager – Real-Time Operations - 2014 - 2016

- Managed a (24/7/365) NOC operations team responsible for executing Demand Response protocols during grid emergencies.
- Led operational execution of demand response programs in the ISO-NE, PJM, California, ERCOT, and Alberta electricity markets, totaling over 3,500 MW provided by over 5,000 C&I customers.
- Collaborated with Product Management, Engineering, and Program Operations to develop procedures and tools to support Demand Response and Ancillary Reserve Market programs.
- Created a training and simulation framework designed to rehearse and assess the team's critical response skills and to identify gaps in procedures/tools.

Team Lead – Real-Time Operations - 2013 - 2014

- Analyzed weather and energy data to forecast peak demand periods, identify energy constraints, and maintain ancillary market compliance.
- Coordinated customer outreach during high-alert and grid emergency dispatches using enterprise broadcast messaging services – Everbridge & MIR3.
- Provided customer training and technical support. Educated customers about demand response and energy reduction procedures.
- Collaborated with Field Operations and Product Management to develop tools to automate features within the customer onboarding process.

Senior Support Analyst – Service Desk - 2008 - 2013

- Responded to grid-emergency dispatches issued by utilities and system operators by remotely curtailing electricity usage at large commercial and industrial facilities.
- Analyzed performance and monitored compliance of Ancillary Service programs. Adjusted market positions in real-time based on customer availability, load forecast, system pricing, and portfolio health.
- Managed, prioritized, and responded to customer support requests. Logged all issues and customer interactions into case management and knowledge base systems.
- Monitored a network of 12,000+ smart meters, configured devices for energy data collection, triaged network connectivity issues, and escalated hardware and data configuration issues.

GolfPlus USA, Wayland, MA

2004 – 2008

Director of Operations & Customer Success

- Oversaw the operations of a Golf Management Solutions business offering POS, Tee Sheet Booking, and cart-mounted GPS systems.
- Managed a team of Customer Service and Field Operation Managers responsible for customer onboarding, maintenance, and support.
- Worked closely with the business development team to identify upsell opportunities and renewal risks.
- Responsible for onsite GPS Installation and data collection. Analyzed and corrected data integrity and mapping errors.

AT&T Broadband, North Reading, MA

2000 – 2003

Network Project Manager - Corporate IT Data Networks

- Central point of contact throughout the company for IT projects related to Mergers and Acquisitions.
- Worked with network engineers, vendors, and internal customers to determine network requirements within acquisition projects.
- Managed timelines and communicated network asset integration/separation requirements with corporate IT network engineers and regional IT Directors.

Genuity, Cambridge, MA

1999 – 2000

Data Center Analyst

- Provided internal & external technical support for enterprise customers within a (24/7/365) data center.
- Monitored backup and recovery systems, triaged connectivity issues, performed hardware/software upgrades, and followed escalation procedures when necessary.

CBE Technologies, Boston, MA

1997 – 1999

IT Support Technician

- Provided Tier I software and hardware support for enterprise businesses, and state/local government offices.
- Responsibilities included desktop configuration, software imaging, and network integration.

EDUCATION:

Boston College: Bachelor of Arts
