MATTHEW W. WATSON

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INFORMATION TECHNOLOGY EXECUTIVE

30 years of experience applying technical expertise to enable business opportunities

A Senior-Level IT Executive with a proven track record of aligning business goals with technology.

Expertise

Technical Management	IT Infrastructure Architecture	Business / Technology Alignment
Project Management	IT Operations Management	Leveraging Emerging Technology
Disaster Recovery	Training / Mentoring	Software Development
Business Continuity	Best Practices / Procedures	Security/Intrusion Detection
Data Governance	AI / Machine Learning / Bots	Digital Transformation

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PROFESSIONAL EXPERIENCE:

InfiniteIQ Consulting (January 2013 to Present)   **Atlanta, Georgia**
Founder / Consultant

Various Customers (January 2013 to Present)

Project delivery acros a range of industries and technical capabilities:

- Joint Development Manufacturing capabilities project
    - Integrate 3rd party manufacturing partners into critical systems and practices
    - Introduce automation to close gaps in key capabilities
    - Ensure project delivery within the JDM model
    - Define and document best practices across the organization
- Cognitive connected car enabling consumer commerce in vehicle
    - Salesforce.com
    - IBM Watson
    - AWS
    - Prime integrator, managed all delivery teams
- Enteprise integration leveraging Enterprise Service Bus
    - TIBCO
    - MuleSoft
    - Fiorano
    - BA / PM for delivery
- Data classification and indexing for nuclear regulatory company
    - IBM ECM
    - Manage project delivery
- Data analytics for Financial Services
    - HortonWorks Data Platform
    - BA / PM for project delivery
- Application Performance Management for Financial Services
    - AppDynamics
    - BA / PM for project delivery
- Customer Engagement Analytics for Online Auto Sales
    - Cloudera
    - Manage project delivery

InComm (May 2005 to November 2012)   **Atlanta, Georgia**

(InComm is a pioneer in the prepaid industry, delivering technology solutions that enable the resale of pin and card based products through merchant's point of sale systems.)

Chief Technology Officer

Responsible for all IT infrastructure and personnel for the enterprise, including development, project management and IT operations. Oversight of teams located in Atlanta, Denver, Salt Lake City, Miami, Pierre, SD, Vancouver, UK, Japan and India (470 resources). Key accomplishments include:

- Manage a budget in excess of $48MM
- Improved overall infrastructure in order to sustain high volume transaction levels
  - 145MM transactions processed in 2005
  - 1B transactions processed in 2011
- Systems support transaction processing for major customers within SLAs (Wal-Mart, Target, Best Buy, CVS, AT&T, iTunes, Zynga, Verizon, MetroPCS and many others)
- Integrated companies from six acquisitions in under two years
- Implemented Oracle Financials
- Implemented full back office platform, including billing and pricing systems
- Implemented process improvements to pass SAS 70 Audit and transition into SSAE16
- Implemented system and process improvements to pass annual PCI audit
- Implemented best practices and procedures to improve delivery from the IT organization
- Deployed IT management tools to improve metrics management and incident tracking
- Worked with operational peers to re-organize interdependent teams to create improved alignment with customers and business needs while reducing operations and delivery costs
- Implemented Rural Outsourcing solution to improve delivery while reducing costs

BizConX Associates (June 2004 to May 2005)   **Atlanta, Georgia**

President / Consultant

Various Customers (January 2005 to May 2005)

Focused on providing cost effective open source solutions to companies to solve a range of business challenges.

PRE Solutions (June 2004 to December 2004)   **Atlanta, Georgia**

(PRE Solutions provides solutions that connect retailers to a set of pre-paid products. PRE Solutions' systems include front-office point of sale and back office management solutions.)

- Established an offshore development team to meet deadlines and deliverables for a large backlog of projects.
- Established a team of 4 developers and one quality assurance analyst.
- Deployed best practices and project management methodology (Scrum).
- Traveled to offshore development site and delivered knowledge transfer regarding key systems.
- Deployed GForge and Open Reports to facilitate visibility for project progress.
- Managed the team to deliver a new fraud monitoring application.
- Managed the team to re-architect three applications due to significant changes in the database.

TRX INC. (1997 to 2004)   **Atlanta, Georgia**

(A travel process outsourcing company for online and traditional travel agencies - operating 5 large call-centers worldwide - recognized as the largest travel transaction processor in the world.)

Vice President, Technology   **1998 to 2004**

Managed an $22MM budget covering strategic planning, design and implementation of technology for the transaction processing platform and all call centers. Supervised 6 direct reports in the IT organization consisting of 4 departments (MIS, Development (Atlanta and Dallas), Business Analysis and Systems) and up to 125 FTE's. Interacted with Sales, Implementations and Operations Departments to define deliverables, requirements and timelines. Created key technologies to differentiate services and add value.

- Led development efforts to create mission critical applications that provided TRX with a competitive advantage in the industry.
- Directed the development and deployment of the TRX tour and cruise web booking system.
- Developed a well-disciplined Information Technology Organization with strong governance practices and policies using global resources.

- Built CRM and Transaction Systems hosted at corporate data center for five Call Centers worldwide representing major customers including Expedia (US/UK), LastMinute, Opodo, Hotwire, US Airways Online, Continental Business Travel and American Airlines.
- Realized a 15% monthly transaction count increase until 9-11-2001.
- Played a key role in growing company from $0 to $120M in revenue and from 15 to 1,400 employees.
- Managed uptimes to meet or exceed client expectations; achieved very low cost-per-transaction.
- Negotiated pricing and rates with vendors and service providers.

Director of Strategic Development   **1997 to 1998**
Applications Developer   **1997 to 1997**
Developed applications (Contract Developer - 3 months) for services and support for Expedia before being hired full-time and assigned Lead Applications Developer responsibilities. Promoted to Director with responsibility for applications - assigned added responsibilities of infrastructure a year later. Supervised teams with up to 6-members working on numerous projects simultaneously. Assure excellent working relationships and highest level of customer service with clients and customers of major travel companies including American Express, WorldTravel and Rosenbluth Travel.

- Grew systems for Expedia and other customers from inception to eventually realizing $120 million in annual revenues; developed core applications:
- Automation component to interact with GDS (Global Distribution System) to interact with other systems including WorldSpan and Saber.
- Customer email management solution.
- Distribution application for processing and shipping tickets to customers.

CMSI   **Atlanta, Georgia**
(A nationwide company offering consulting and development services acquired by Computer Associates.)
Lead Developer (Contractor)   **1994 to 1997**
Oversaw all phases of life cycle application development. Managed teams of developers on a diverse range of projects and wide range of industry types. Created project bids that included service fees, resource assignment, executive summary, technical specifications and deliverable timelines.

- Provided technical sales assistance for new client and project procurement.
- Developed a Facilities Management System for a large school district in North Carolina; a Patient Tracking System for major children's medical center; and a Point of Sale/Back Office system for RaceTrac petroleum.

AMERISHARE INVESTORS   **Jacksonville, Florida**
(A large life and accident insurance agency with over 10,000 agents nationwide)
Director of Computer Operations   **1990 to 1994**
Managed a team of developers and systems personnel for a large insurance agency. Interacted with counterparts at multi-national insurance companies (ITT Hartford and Midland) to create integrated systems between each company.

MLW DATA SYSTEMS   **Lakeland, Florida**
President   **1989 to 1990**
Sales and support of small to medium size business management systems. Managed daily business operations.

DATA MANAGEMENT CONCEPTS   **Lakeland, Florida**
Systems Support   **1988 to 1989**

TANDY CORPORATION   **Lakeland. Florida**
Systems Engineer   **1986 to 1988**

EDUCATION: TAMPA TECHNICAL INSTITUTE   **Tampa, Florida**

A.S. Degree, Computer Sciences (G.P.A. - 3.7)   **1986**