

Matthew King, MBA

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IT Management Executive

A highly accomplished and results-oriented IT Management Executive with 25+ years of remarkable success, including 10+ years in progressive leadership roles across global financial and technology organizations. Proven expertise in conceptualizing, developing, and implementing best-in-class enterprise solutions, driving significant operational efficiencies through enterprise-wide observability, automation, SRE, and DevOps infrastructure, and consistently achieving critical business objectives while managing substantial budgets and cultivating high-performing teams.

Areas of Expertise

- Project & Product Management
- Technology Solutions
- Vendor Management
- Cost Reduction & Containment
- Cloud-Based Architecture
- Enterprise Operation & Support
- SDLC Processes & Infrastructure
- System Architecture & Deployment
- Network Operations
- Site Reliability Engineering
- IT Operations Management
- Risk Management
- Contract Negotiations
- Team Building & Leadership
- DevOps Implementation

Highlighted Accomplishments

- **Reduction of Mean Time to Detect (MTTD) of over 56%** year over year.
- **Achieved over \$4M per year in cost avoidance** by restructuring and implementing a tiered data storage design on AWS Splunk instances and cloud computing strategies..
- **Generated direct savings exceeding \$500K annually** through optimized resource utilization on both cloud and on-premise enterprise applications
- **Led negotiations and acquisition of a \$27M+ end-to-end performance monitoring platform**, involving multiple major vendors (Riverbed and Gigamon), for enterprise-wide deployment across seven data centers.
- **Developed a comprehensive strategy for modernizing our logging approach**, supporting upcoming merger and divestiture activities while enhancing platform efficiency.
- **Formulated an integrated operational monitoring strategy**, including a clear path to AIOps, automated incident response and resolution, and layered detection methods, leading to the consolidation of 60% of screens for the Global Network Operations Center (GNOC).
- **Reduced notification costs by 50% year-over-year** by transitioning from Splunk On-Call to JSM.
- **Generated direct savings exceeding \$500K annually** through optimized resource utilization on both cloud and on-premise Splunk instances.
- **Led negotiations and acquisition of a \$27M+ end-to-end performance monitoring platform**, involving multiple major vendors (Riverbed and Gigamon), for enterprise-wide deployment across seven data centers.
- **Developed a comprehensive strategy for enterprise log aggregation and storage** systems, supporting large scale merger and divestiture activities while enhancing platform efficiency.
- **Formulated an integrated operational monitoring strategy, including a clear path to AIOps, automated incident response and resolution, and layered detection methods**, leading to the consolidation of 60% of screens for the Global Network Operations Center (GNOC).
- **Reduced notification costs by 50% year-over-year** by transitioning to lower cost provider, while increasing feature set.

Career Experience

Global Payments Inc, Atlanta, GA

2023 - Current

Sr. Director, System Operations & Administration

Spearheaded the Enterprise Observability and Automation strategy, leading multiple global teams in observability, centralized logging, monitoring, and operational automation services. Drove significant enhancements in enterprise-wide observability and operational response, streamlining incident management, and collaborating with service owners to define and implement continuous improvement standards. Managed a \$30M annual operating budget and oversaw CapEx projects exceeding \$35M, delivering substantial operational expenditure savings and strategic technological advancements.

- Reduction of Mean Time to Detect (MTTD) of over 56% year over year.
- Championed the definition and execution of a comprehensive Enterprise Observability and Automation strategy, managing an annual operating budget exceeding \$28 million.
- Delivered over \$5 million in cumulative operational expenditure (OpEx) savings over five years through strategic vendor negotiations and transformative system architecture optimizations.
- Revitalized an underperforming logging and monitoring function by dismantling operational silos and fostering robust cross-functional collaboration, leading to measurable efficiency gains.
- Achieved over \$2 million in annual OpEx reduction for log storage by implementing a strategic transition from standard S3 to an intelligent tiering-based storage solution.
- Developed and migrated to a modern AIOps-focused integrated monitoring strategy, including consolidated alerting for GNOG, and an advanced Operational Automation and Notifications framework.

Intercontinental Exchange/NYSE, Atlanta, GA

2021 - 2023

Director, Application Engineering, SRE and DevOp Infrastructure (2021 - 2023)

Oversaw critical customer-facing middleware applications and SDLC/DevOps infrastructure, managing a multi-million dollar budget and leading multiple teams through complex migrations, consolidations, and modernizations. Drove significant operational efficiencies through strategic initiatives, budget optimization, and the implementation of self-service tools. Cultivated future leaders through mentorship and provided strong leadership during organizational transitions.

- Cultivated future technical and managerial leaders by mentoring and coaching high-potential engineers across diverse skillsets, directly contributing to robust succession planning.
- Orchestrated the seamless migration of multiple large-scale enterprise middleware applications to a new data center, effectively coordinating across development teams from all major business units and ensuring zero major disruptions to internal and external customers.
- Led the strategic consolidation of acquired DevOps infrastructure into ICE systems and processes, ensuring efficient integration and standardization.
- Rebuilt and modernized critical DevOps/CICD infrastructure by refreshing disaster recovery architecture, optimizing outdated systems for application growth, and transitioning to contemporary processes, resulting in improved reliability and scalability.
- Significantly improved operational efficiency by leveraging the ServiceNow platform to implement a self-service interface for routine operational tasks (user management, code promotion, repository management), freeing up engineering resources for strategic initiatives.
- Provided decisive leadership and guidance to multiple teams throughout the COVID-19 pandemic, successfully navigating the transition to remote work and the subsequent return to office, maintaining team productivity and morale.

Manager Applications Engineering (2016 - 2021)

Built, mentored, and steered teams of engineers to render continuous, high-quality support and administer 3rd-party middleware. Outlined and tracked team objectives, while overseeing priorities and monitoring day-to-day activities of new team. Supported development, testing, and production environments in large-scale enterprise-grade network silos of 20+ applications, including business-critical applications, such as IBM Sterling Integrator, IBM WebSphere MQ, and SWIFT. Implemented production upgrade plans for MQ and SI platforms to decrease costs through virtualization and hardware efficiencies. Hired and trained new engineers to ensure seamless provision of support through team attrition and promotions.

- Created effective managerial reporting tools to optimize visibility into human and technical resource utilization by leveraging ServiceNow Performance pages, Splunk, and Tableau.
- Unified support from several business units across ICE and NYSE Engineering teams into single cross-functional application support team.
- Assembled and expanded team by more than 300% beyond initial expectations to centralize support/management of 20+ different applications with over 100 unique instances, while slashing MTTR times and boosting customer satisfaction.
- Achieved consistent year-over-year (YoY) growth of 100% in scope and impact per year.

Additional Experience

Manager Business Systems Support and Development at Mblox, Atlanta, GA

Principal Onsite Service Delivery Engineer – (AT&T Mobility) at Netscout, Atlanta, GA

Network Design Engineer III at Cox Communications Inc., Atlanta, GA

Automation Engineer at IPsoft Inc, New York, NY

Sr. System Design Engineer III | System Integrator IV | Sr. Systems Management Analyst at Sprint, Overland Park, KS

Education

Certificate, Full-Stack Web Development (JavaScript / MERN Focused) Boot Camp | Georgia Tech Professional, Atlanta, GA
MBA, Leadership and Teaming, Beta Gamma Sigma | Kennesaw State University, Atlanta, GA
BS, Technical Management (Information Technology) | DeVry University, Kansas City, MO
AAS, Electronics Technology, Magna Cum Laude | Electronics Institute, Kansas City, MO

Certifications

SAFe DevOps Practitioner, Atlanta, GA
AWS Cloud Practitioner (CF-01), Atlanta, GA
Project Management Professional (PMP), Project Management Institute, Atlanta, GA (Expired 2021)
Divemaster, NAUI and PADI, Kansas City, MO