

David Matusow

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Personal Objectives

Accomplished executive with a proven ability to develop and implement complex projects and create new products/programs. Skilled software engineer with many years of work on embedded communications software. With his broad background in all aspects of technical development and management, he has been able to excel in difficult situations and provide the basis for business expansions and increased profits. A respected leader with a wealth of experience that is able to build highly motivated and productive teams focused on achieving goals, while keeping goals insight and producing against those goals.

Areas of Expertise

- Project Manager
- Embedded software engineer
- Strategic/Tactical planning
- Network and development architecture
- Technical management
- Account management
- Extensive background in financial markets and transaction processing
- High-volume, high-dollar negotiations

Education

- Purdue University W. Lafayette, IN
- BA, Political Science
 - Two additional years towards an MS in Computer Science
- University of Phoenix
- Currently working on a Master Information Systems
 - Working on obtaining PMP and CCNA certifications.

Work History

2007-present First Data Corporation Chandler, AZ

Senior Governance Architect - Contractor

- Redesigning the entire information resource methods and architecture for all technical departments at First Data. This new design will allow information to be managed better, resulting in improved problem resolution and the ability to track interdependencies between applications and systems.
- Build the initial information for the corporation-wide CMDB. This application was a prototype that used merged the information resources that had never been joined. The improvement in analysis was

immediately recognized and used, and was the basis of the migration to a system-side CMDB and its merge into other aspects of technical management.

- Provide governance to tie the IT and business environments together, while reducing operating costs and increase profitability
- Define and negotiate technical standards in aspects of the IT environments.
- Provide financial analysis to find methods of saving millions of dollars per year
- Create white papers and other position documents on the existing and future technical direction for the corporation.

2007

Synergicity

Phoenix, AZ

Consultant

- Consulted business analysis on a product being developed. This product provides tracking for many types of hardware devices. The first type is cell phones for cell phone carriers
- Provided Java and PHP code for the product. This code connected to a database to track the hardware information.
- Assisted in developing the database schema for the product. This required an analysis of the fields, mandatory information, and analysis of other possible uses for the product so that the database schema is flexible enough to be easily migrated to other products.
- Developed a set of business presentations of the product. This work allowed the product to be presented to potential customers, including some that have since signed up.

2006

I2C Corporation

Phoenix, AZ

Manager, Operations, Customer Service, Training

I2C is a large processor of prepaid and loyalty cards in countries around the world with offices based in San Francisco and Lahore, Pakistan, I2C provides services for a wide range of customers.

- Responsible for the project to restructure the entire data processing environment at I2C. This project was managed using MS Project. This work included a complete redesign of the data centers, migration from Red Hat Linux to Solaris, and the creation of a SAN for database and file management.
- Coordination and leadership to create a VoIP call center based on the creation of a new application based on Asterisk. This work required the leadership of the work, coordination between multiple groups to create, and the diagnosis of error conditions as the work progressed into production.
- Managed the customer service/support, call center, account management, training, and project management areas
- Negotiated with customers to provide service and enhancements to balance the customer requirements and the ability to develop the functionality
- Managed projects for PCI and SAS70 certifications for the company.

1993-2006

Hypercom Corporation

Phoenix, AZ

Technical Manager, HBNet

HBNet is a wholly-owned subsidiary of Hypercom. HBNet is a transaction transport company that provides the infrastructure to move transactions from the merchant/customer to the processor. HBNet is one of the largest transport companies in North America.

- Developed the business model for the creation of a new corporation for Hypercom, HBNet. This work involved determining the market, developing the relationships with the telcos and customers, and creating the financial business models for the operation.
- Managed multiple concurrent internal and external projects using Microsoft Project. These are the key to the creation and operation of a new subsidiary for the Hypercom Corporation. These projects include:
 - Creation and expansion of the entire HBNet core and peripheral networks.
 - The creation of an SSL infrastructure to support IP-based transactions.
 - Coordination of the implementation of customer and vendor requirements and network components, as well as the diagnosis of events of the implementations.

Technical Sales

Hypercom Network Systems (HNS) is a division of Hypercom that was formed to provide sales of both general and POS-directed networking equipment. It is estimated that 70% of all the world's financial transactions flow through an HNS provided piece of equipment.

- Assisted in the development of sales direction for the HNS division. This includes identifying markets of opportunity, developing a sales plan, assist in the creation of a marketing plan, and ensuring that the plans are executed and sales are closed.
- Responsible for the oversight of a team that designed and installed a network that supported an average of five million calls/day. This included the network components from multiple vendors, telecommunication circuits from multiple telco's, and the development of a customized network management system to control the network and equipment.
- Developed a series of network analysis assignments for customers throughout the world. This work required a detailed depiction of the network, including transaction profiles, specific network interface point analysis, and the creation of an active model to determine the best method of connectivity.

Manager, Software Development

This position was for what became Hypercom Network Systems. Hypercom is one of the largest POS terminal vendors in the world. It provided services and products to service the transactional and operational aspects of companies throughout the world.

- Manager of group that designed and developed embedded communication systems for customers throughout the world. This area utilized both our own tools, as well as open source development environments.
- Developed embedded communication protocol on both Zilog, Motorola 68K, and PPC platforms. These systems are installed in customers

throughout the world. Some of the systems provide support for some of the largest communication users in the world. This work was done in an assortment of languages, including assembler, C, and C++.

- Development of TCP/IP, SNA, SDLC, BSC 3270/3780, polled async, and TTY interfaces on a proprietary platform. This platform work required a detailed knowledge of the protocols so communication to other devices was successful. This work also required expert knowledge of the protocols so issues that were identified could be isolated and corrected as quickly as possible.
- Lead on a team that developed a routing protocol similar to OSPF correct WAN outages as quickly as possible. In face-face shootoffs, the protocol developed was faster than any other routing protocol in convergence.
- A member of the team that developed the standards-based protocols of DLSW and DLU/S to allow support for TCP/IP and SNA networks. This work was done in partnership with IBM, Cisco, 3Com, and many other communication leaders.
- Developed the Hypercom Legacy/TCP Gateway, a unique industry product. This work spanned from identification of product demand need in the industry, architecture for the product, through development of the product and introduction to the marketplace.

1991-1993 Online Communication Consultants

Independent Consultant

Online Communication Consultants is a consulting practice that provided services to many large corporations across the US.

- Creation of a marketing plan for independent consultant practice with worldwide accounts.
- Provide communications solutions for customers throughout the country.
- Designed and developed a communication “switch” for a group of retail customers for IBM.
- Developed an SMTP-to-X.400 Gateway for a group represented by IBM and Bull.

1989-1991 Computer Task Group Phoenix, AZ

Manager – Network Consulting Group

Computer Task Group (CTG) is one of the largest consulting firms in the world with over 4,000 consultants across the US and Europe.

- Managed a technical group to assist in the development of technical publications. This work required the expansion of the existing method of providing technical editing to allow for a coordinated method of using technical writers and technical experts.
- Managed a graphics group responsible for the development of computer graphics and animation.
- Provided communications solutions for customers throughout the world.

1988-1989 IBM Research Triangle Park, NC

Senior Software Engineer

IBM is the largest computer company in the world. In Research Triangle Park, IBM hosts its Network Division that developed and managed the company's products and service for customers throughout the world.

- Member of design team for the development of APPN implementations for VTAM and NCP.
- Participated in the development of NetView integration of diverse graphical user interfaces. With a background in all of the GUI's, Mr. Matusow's skills were utilized to develop a plan for integration of these into a cohesive product.
- Develop internal tools for engineers throughout IBM.

1986-1988

Computer Task Group

Phoenix, AZ

Senior Network Architect

Computer Task Group (CTG) is one of the largest consulting firms in the world with over 4,000 consultants across the US and Europe.

- Repeated top producer in the corporation.
- Managed a communication-specialty group within one of the largest consulting company in the US.
- Participated in the development of the sales plan and goals for the group. By following the plan, but being flexible, the sales goals for the group's first year were exceeded within 3 months of the group startup. This record continued for each of the next three years.
- Manager and product architect for a project for a major computer manufacturer to create a generic interface product between intelligent work stations operating through a LU 6.2 communication protocol and 3270 host-based applications. This product could receive requests, make routing decisions, forward the request to a 3270 application, and return the request.

Instructional Experience

Creation and presentation of multiple coursework for customers around the world.

Publications

Author of numerous articles, whitepapers, and a book published by McGraw-Hill.