

# Matthew Wiegmann

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## Work History

**Technology Chief of Staff** - PIC 2021, Inc

Dec 2020 - Jan 2021

- Provided oversight of the IT, Data, Security, and Tech Product teams to guarantee delivery of seamless digital tools and services.
- Coordinated with vendors to ensure deliverables were completed on schedule and that all operations were conducted according to our cybersecurity specifications and processes.
- Developed the department's policy documentation to include a disaster recovery plan, a systems backup plan, and a cybersecurity policy.

**IT Director** - BFPC, Inc

Jun 2019 - Dec 2020

- Responsible for the budget and sourcing of over \$1 million in campaign devices and digital systems to provide National staff with all necessary IT and security tools.
- Led the Helpdesk, System Engineering, and Security teams comprised of 12 staff members and interns during the Primary and General election seasons.
- Architected the Philadelphia HQ office network and led the IT system conversion and staff training to accommodate an all-remote work campaign.
- Oversaw the build and maintenance of SaaS communication systems and tools that allowed the campaign to safely connect with voters over email, text, and video.

**Senior Systems Engineer** - Apex Systems

May 2017 - Dec 2018

- Migrated Bank of America / Merrill Lynch branches and offices in North America to a SIP infrastructure while deploying an E911 Enterprise solution.
- Coordinated and led more than a hundred 3<sup>rd</sup> party contractors conducting site surveys.
- Developed training processes, site schedules, and oversaw all E911 testing.
- Configured and operated an automated call dialer to ensure operational status of all migrated user devices.

**Senior Systems Engineer** - HFACC, Inc

Jun 2016 - Nov 2016

- Directed new system improvement projects at HQ and deployed in over 12 remote state offices which provided IT services to over 1200 local devices and over 1400 remote devices.
- Assisted state IT directors in troubleshooting remote network conflicts and provided a single point of contact for VoIP, VPN, and security software issues.
- Enforced cyber security procedures through management of an IDS, approval of network applications, and utilized security reports to resolve internal threats and actively protect against external intrusion attempts.

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**Satellite Systems Engineer** - GHG Corporation

Oct 2014 - Nov 2015

- Operated the GOES, TDRS, and NATOIVB satellite systems at the Amundsen-Scott South Pole Station in support of the Lockheed Martin Antarctic Support Contract.
- Established monthly maintenance plans and conducted all preventative measures to ensure systems continued operating in extreme weather conditions.
- Delivered telephony services connecting the isolated base to stateside offices and served as primary link for transmission of all science data to numerous university clients.

**System Support Engineer** - KForce Inc

Jul 2014 - Oct 2014

- Provided Tier 2 technical support of Cisco's Unified Contact Center Express (UCCX).
- Generated clear and concise documentation in the form of case notes, technical tips, training presentations, and discussion board forums.
- Solved complex technical problems where investigation required in-depth fault analysis and troubleshooting skills.

**Staff Sergeant** - U.S. Army

Jun 2004 - May 2010

- Coordinated the training for over 80 military service members in preparation for deployment to Operation Iraqi Freedom by managing logistical resources, practice equipment, and training areas.
- Oversaw the system security of a tactical network supporting over 2500 users through implementation of tiered access to all networking equipment.
- Consolidated system network statistics and metrics to develop methods to improve network operations resulting in a 99% network availability uptime.
- Trained, supervised, and led numerous teams of soldiers ranging from small squad through brigade level assignments.

## Skills

- Implementing Scalable Solutions
- System Design and Planning
- Project Management
- Managing Vendor Relationships
- Building Positive Team Culture
- Executive Technical Support

## Education & Certification

- Bachelor of Science in Computer Engineering - University of North Texas 2010 - 2014
- Basic Non-Commissioned Officer Course - US Army
- 25S Satellite Communication Systems Operator/Maintainer Course - US Army
- Cisco Certified Network Associate - Routing and Switching