

Matthew G. Kleczewski

1813 Kensington Drive #16 Waukesha, WI 53188 | matt@kb9vrg.net | Phone: (262) 719-3640

EXECUTIVE SUMMARY

Executive IT leader with demonstrated success in leading IT Operations across multiple disciplines, building high-performing teams and delivering operational excellence. Expertise spanning from SaaS, mobile, business intelligence, Java/J2EE to mainframe. Broad knowledge in application development, support, QA and process improvement in a highly-regulated environment. High-energy professional with outstanding leadership abilities complementing technical aptitude.

Process Driven Results

- Capacity planning through the implementation of a “Job Jar” process that provided transparency about delivery, aligned work to business objectives and ensured return on capacity. Leveraged metrics for continual improvement including Say-Do Ratio and First Time Right (FTR) quality metrics.
- History of turn-around, bringing life-critical healthcare service applications supporting over \$6b in revenue from <97% uptime to >99% in under 4 months.
- Managed teams ~100 resources including off-shore and globally diverse teams managing a budget up to \$4MM. History of designing and aligning technology teams to support business functions.
- Lead development improvement project that delivered over 40% cost reduction year over year while maintaining quality and delivery.
- Reduced support incident times by over 10% in one year for critical systems
- History simplifying complex IT organizations – received 2 management awards for system integration, issue remediation and speed to market.
- Reporting to the CIO to deliver comprehensive, results-oriented collection Software as a Service Solutions to over 200 government entities.
- Demonstrated experience leading and developing IT processes including change management, incident management, release management, vendor management, and testing in multiple technologies.
- Extensive experience working in a regulated environment including: FDA, SOX, FDPCA, FCRA, as well as expertise dealing with sensitive patient, department of motor vehicle, and financial data.

Business Minded • Process Focused • Results Oriented

PROFESSIONAL EXPERIENCE

Manager, Business Systems | Navient / Duncan Solutions | November 2016 – Present

\$1.4BB Leading provider of asset management and business processing solutions for education, healthcare and government clients.

Application and Operations leader for Business Analyst team. Supporting Software as a Service parking and collection management solutions for over 200 municipal and commercial clients. Responsible for talent – staffing, growth, alignment to business. Reporting directly to the CIO.

- Provided leadership, vision, and management to the Business Analyst Team.

Matthew G. Kleczewski

1813 Kensington Drive #16 Waukesha, WI 53188 | matt@kb9vrg.net | Phone: (262) 719-3640

- Assisted in the design, development, testing, and production implementation of effective solutions to client issues while being cognizant of customer contract and SLA requirements.
- Developed strategy to update outdated software releases (up to 40 patch levels behind) across SaaS offerings to 4 or less release for over 200 governmental agencies.

Application Leader | Black Belt | Web Services Leader | Project Manager | GE Healthcare 2000-2016

\$25BB division of a multinational conglomerate focusing on digital imaging and detection

Senior BI Team Leader - | GE Healthcare | June 2012 – June 2016

Led the day-to-day operations of the Business Intelligence application support team including: change management, incident management, problem management, and monitoring services for over 160 business critical reporting applications in SAP BusinessObjects XI, Oracle Business Intelligence Enterprise Edition (OBIEE), IBM Cognos, and Tibco Spotfire with an annual budget of ~\$3.5m.

- Improved support incident cycle times by 10% FY 2012 vs. FY 2013

Web Application Leader / Black Belt / Project Manager | GE Healthcare March 2003 – June 2012

Led the day-to-day operations of the web applications team for Americas and EMEA regions including: change management, incident management, problem management, project management, application enhancements, and monitoring services for over 60 Java web applications.

- Managed a team of 35 contractors spanning over 60 Java web applications with an annual budget of \$0.8M
- Managed migration of over 100 Java applications inside and outside of support portfolio from WebLogic 8 to WebLogic 10.3 J2EE platform, including refactoring code against new coding standards, including decompiling code when source did not exist. Received management award for efforts.
- Simplified application portfolio through aggressive application retirement strategy, retiring over 150 applications over the course of a year. Recognized with two management awards for efforts
- Stabilized FDA regulated, life-critical Java field service application (Field Engineer Mobile Computing) supporting over \$6.0B in services revenue and 6,000 field engineers; received management award for efforts – 2006
- Successfully transitioned support of entire application portfolio from incumbent vendor to new vendor for support, reducing costs and improving customer satisfaction
- Application Support representative for change approval board
Recognized as Global Application Maintenance and Support Star of Quarter for efforts in mentoring and leading the BI support team on an acting basis - Q4 2011

Supplier Extranet Webmaster | GE Healthcare | September 2000 – March 2003

Responsible for day-to-day operations of Supplier Extranet team including: project management, change management, incident management, problem management, and monitoring services for 12 Java web applications.

- Delivered significant platform upgrades to GE Healthcare Supplier extranet, including deployment of a personalization portal on WebLogic 6 and eDrawings applications, enabling secured Internet viewing of engineering drawings
- Migrated extranet system from GE Global Supplier Network platform to GE Supplier Marketplace platform, transitioning \$3.5b of spend to contemporary services
- GE CIO Award for migration efforts

Matthew G. Kleczewski

1813 Kensington Drive #16 Waukesha, WI 53188 | matt@kb9vrg.net | Phone: (262) 719-3640

PRIOR EXPERIENCE

Systems Analyst | Kohler Co. | January 1999 – September 2000

Corporate Systems Development Intern | Kohler Co. | May 1998 – January 1999

CERTIFICATIONS TRAINING, AND AWARDS

CERTIFICATIONS

GE Six Sigma Green Belt

TRAINING

GE Crotonville New Manager
Development Course (2012)

GE Building Essential Leadership Skills
(2009)

Awards

GE CIO Award – Supplier Extranet migration

GE Management Award – WebLogic Migration

GE Management Award – Service Platform Stabilization

GE Management Award – FDA Validation

GE Management Award – Application Simplification

EDUCATION

BACHELOR OF ARTS | 1998 | LAKELAND COLLEGE | MAGNA CUM LAUDE

Major: Computer Science

Minor: Business Administration